



To Our Valued Wellness Center Members,

May 15, 2020

RE: Membership Dues

We hope this letter finds you well and looking forward to seeing your Wellness Center family again! During this recent public health emergency, we have been serving as an essential childcare facility for our Navicent Health frontline employees and while it has been rewarding, we are ready to see our members again! We miss you! Additionally, we have been cleaning, cleaning, cleaning in preparation for re-opening for you on June 1, 2020 and we know you have many questions.

One of the questions we heard when we closed on March 17, 2020 was about your membership billing. Here is more information for your use:

Membership Dues

When we closed on March 17, all membership accounts were frozen and no payments were drafted or billed. Rest assured, **we will not be billing our members for the months of March, April and May!** For any Paid in Full members, we will add 3 months to your membership term to cover March, April and May. We thank you for your membership!

Navicent Health Employee Members

Aligned with the above, Navicent Health employee members have not been charged for March, April and May. Your payroll deduct membership dues will resume with the second pay period of June, and will remain the second pay period of each month.

Future Billing after June 1, 2020

As we move into **the first phase of our re-opening on June 1st**, we plan to **resume our billing cycle on the 2nd of each month – this is a NEW date and is an additional 10 days past our regular billing date.** The new draft/billing date will now reflect membership dues for the month billed. (E.g. if we bill on June 2 this reflects dues for the month of June.) We will continue to bill on the 2nd of the month going forward.

Annual Enhancement Fee

With regards to our annual Enhancement Fee of \$25 that is usually billed to every member in March, that fee will not be charged until August and will be reflected in the August 2nd billing cycle. The Enhancement Fee will return to its normal month of March in 2021.

Options Designed for You

We know that many of you are looking forward to coming back to the Wellness Center, but we also know that some of you are not ready to leave your home yet due to COVID-19 precautions. With this in mind, **you may FREEZE your account for up to a maximum of 2 months**, through July 30, 2020, but you must let us know by 7/15/2020 with an email to wellnessservice@navicenthealth.org.

Virtual Options

For all members, we hope you will continue to utilize our virtual workouts on our Wellness Center, Navicent Health Facebook page and on our website, www.navicenthealth.org/wellnesscenter (click on Virtual Fitness).

We wish you well and please know that the health and safety of our members and our staff is our top priority. Should you have any additional questions, please contact us by using any of the below.

Phone: 478.477.2300 *** Email: wellnessservice@navicenthealth.org *** Website: navicenthealth.org/wellnesscenter

Wellness Center, Navicent Health