

The WLHC is closed until at least March 31, 2020. We will be consistently re-assessing the situation over the next 2 weeks to determine when we will re-open the facility.

Follow us on Facebook or on our website at [www.jbu.edu/wlhc](http://www.jbu.edu/wlhc) for additional updates.

## FAQ's for our WLHC Members

### Memberships:

1. For those who have chosen quarterly billing, the current quarter expires at the end of March. When the WLHC re-opens, we will prorate the new quarter by reducing the amount to cover the days we were closed because of the COVID-19.

*Note: If you have already renewed your membership for the 2<sup>nd</sup> quarter (April 1 – June 30, 2020), we will make additional adjustments if needed. You do not have to do anything to request that adjustment. It will happen automatically.*

2. For those who have chosen a monthly billing option, we will alter our billing cycle accordingly. JBU is working on adjustments to the monthly billing for facility closure dates and you do not have to do anything to request that adjustment. It will happen automatically. You also do NOT need to cancel your pre-authorized membership as we will NOT charge your credit/debit card until we reopen.
3. For those who have chosen an annual billing option, we will issue refunds equivalent to the number of days we were closed.
4. For those on a corporate membership plan, we are working with your company's human resource department on the best way to handle the situation for your specific company and each of you. Please contact your HR department directly with any questions.

### Fitness Classes:

1. For the **Queenax Morning Rush** classes and the **Morning Glory** classes, we will pro-rate the next section by the number of class sessions that were missed because of the closing.
  - a. Morning Rush has completed 6 of the 10 sessions in the current section. The four remaining sessions will be credited to the next class you enroll in. The next section is tentatively scheduled for April 13-May 8.
  - b. Morning Glory has completed 8 of the 10 sessions in the current section. The two remaining sessions will be credited to the next class you enroll in. The next section is tentatively scheduled for March 31-April 23.

2. **Group Centergy** and **Group Power** are on a punch card system, so no credits are needed.

### Locker Renewals:

1. You can wait until we re-open to renew your locker. We will be flexible and we will NOT clean out any lockers at this time.
2. If you choose to not renew your locker for the next quarter, you can access your contents once we reopen.

### Swimming Lessons:

1. The swim lessons scheduled for spring break are cancelled. Full refunds will be given.
2. We are planning on offering swim lessons in June and July.