Membership Billing & Credits:

1. **Quarterly Memberships**
   a. **For quarterly memberships that expired on March 31st**, we will renew your membership by prorating the number of days remaining in the 2nd quarter (April 1 – June 30, 2020) and then apply an additional credit for the 2 weeks we were closed in March before the 1st quarter ended. Please call or stop by the WLHC Front Desk during membership hours to renew your membership. Membership hours: [https://www.jbu.edu/health-complex/hours/](https://www.jbu.edu/health-complex/hours/).
   b. **For quarterly memberships that have already been renewed for the 2nd quarter** (April 1 – June 30, 2020), we will send you a refund check for the 2 weeks we were closed at the end of March and for days closed at the beginning of the 2nd quarter. This will happen automatically when we reopen; you do not need to do anything. Please allow 2-3 weeks for processing of refunds.

2. **Annual Memberships**
   a. **For annual memberships that expired on March 31st**, we will renew your membership by prorating the number of days remaining for the next annual period (April 1, 2020 – March 31, 2021) and then apply an additional credit for the 2 weeks we were closed in March before your annual membership ended. Please call or stop by the WLHC Front Desk during membership hours to renew your membership. Membership hours: [https://www.jbu.edu/health-complex/hours/](https://www.jbu.edu/health-complex/hours/).
   b. **For annual memberships that have not expired**, we will send you a refund check for the cumulative number of days our facility has been closed. This will happen automatically when we reopen; you do not need to do anything. Please allow 2-3 weeks for processing.

3. **Monthly Pre-Authorized Memberships**
   a. **For monthly recurring memberships**, we will wait to charge your credit/debit card until June 1st. This means that you will not be charged for the remaining days in the month of May to compensate for the last 2 weeks of March when our facility was closed.

4. **Corporate Memberships**
   a. **For corporate memberships**, we will notify your employer of our reopening date and ask them to reinstate your payroll deductions at that time. Please contact your HR department directly with any questions regarding your payroll deduction.

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. Please check our website [https://www.jbu.edu/health-complex/classes/morning-rush/](https://www.jbu.edu/health-complex/classes/morning-rush/) for updated class information.
   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. Please check our website [https://www.jbu.edu/health-complex/classes/morning-glory/](https://www.jbu.edu/health-complex/classes/morning-glory/) for updated class information.

2. **Group Centergy** and **Group Power** are on a punch card system, so no credits are needed. Classes will resume when our facility reopens.

Locker Renewals:

You can renew immediately. If you choose to not renew, you can access your contents when you come in.