



# PROHEALTH WEST WOOD HEALTH & FITNESS CENTER

## **A Q & A for members regarding club fees**

**June 5, 2020**

ProHealth West Wood Health & Fitness Center will reopen June 8. Here are answers to some of the questions we are hearing regarding fees.

**Q: What happened with my monthly dues while West Wood was closed?**

**A:** Your membership was placed on a freeze and you were not billed for your membership dues for April or May.

**Q: What are you doing for my membership dues for March since the club closed on March 17?**

**A:** When we open on June 8, you will not be billed for your full monthly membership dues. You will be billed only for the 23 days left in June minus a 15-day credit for the period from March 17 to 31.

**Q: If I am not comfortable returning to West Wood at this time, what are my options?**

**A:** Contact Membership Services to discuss the best option for you and your family, including keeping your membership frozen for now. Please call 262-513-7216 or email [membership@phci.org](mailto:membership@phci.org).

**Q: Since child care services will not be available when West Wood reopens, will I have to pay my Kids Club membership?**

**A:** No, we will not be billing for any child care fees in June's billing cycle.

**Q: Will I be billed if I have a permanent locker/laundry service fees in June's billing cycle?**

**A:** No, we will not be billing any locker/laundry service fees in June's billing cycle.

**Q: What are you doing for any pre-paid sessions or memberships that were set to expire while West Wood was closed?**

**A:** We have extended the expiration date on all available sessions/appointments, and memberships that were set to expire during the closing, and you will be able to use your sessions and memberships once we reopen.