



Kaci [REDACTED] Considering you have laid off your staff for the clubs there needs to be some response that you will NOT be charging until the gym reopens. If you don't do this I can guarantee you will end up having to shut down anyway because you will lose so many customers who do not like the way you are treating your staff. Literally the only reason people go back. My husband and I go to the gym because our son asks us every day to go see Kelly who runs the babysitting room. RESPOND TO YOUR CUSTOMERS!

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Jim [REDACTED] You really need to make some kind of announcement about how you are handling our membership and locker rental fees while the gyms are closed and cannot be used. Are you temporarily freezing all memberships and suspending fees until you reopen? Why is this information not included in the announcement about temporary closing?

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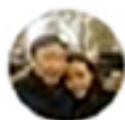


Kelli [REDACTED] I'm a member at TMPL and have been trying to freeze my membership. No ONE is answering emails. With all That's happening in the world it's shameful to have to chase up a company to freeze a membership when we're unable to utilize the gyms.

They are very quick to send an email about everything else so why not send an email about freezing memberships as a sign of good faith in humanity?!

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Suzie [REDACTED] Are you going to stop charging us for the membership while the NYSC is closed? Since we have no access I don't think it's fair to be charged. I have not gone since January since the news has been announced so if there is additional charges I might have to think about cancelling. Hope someone gets back to me. Thanks!

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Like · Reply · 6d · Edited



David [REDACTED] You give no information about nothing, this is so annoying. You need to communicate with members.

Like · Reply · 6d





Rodger [REDACTED] So How are we going to be refunded our monthly membership paid for those days you are closed and are you freezing future payments until your clubs are actually letting us use the facilities again?

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Robin [REDACTED] I STRONGLY SUGGEST MEMBERS CALL THEIR CREDIT CARD COMPANIES AND HAVE THEM BLOCK CHARGES FROM NYSC ..They've demonstrated how they treated their staff.. Fired without notice... no 2 weeks pay.... a convoluted process for rehire.....what makes you think members will be treated differently?

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Christine [REDACTED] I did not receive any sort of communication from NYSC about closure or freezing membership. Is it time for a class action?

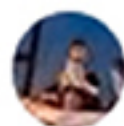
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Miriam [redacted] Dues for members should be suspended while gym is closed. We deserve the same respect. We should all get prorated for the time gym is closed. I am a Bayridge Brooklyn member.

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Stefanos [redacted] We all want to know if you are freezing out memberships. Your silence from you side is totally not acceptable

Like · Reply · 5d



Sara [redacted] **New York Sports Clubs**
Where is the written communication to members? I called my home club and was told corporate communications would send out instructions. I haven't received anything. We need an infokit with next steps to take!!!!!!!!!!!!!!

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Greg [redacted] Same question as everyone else: Will you be freezing our membership dues while closed during this period?

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Rachel [REDACTED] Hi, I have tried emailing and contacting the gym. Since the gym is closed I would like my membership suspended for the time being (i already got charged this month). Can someone advise?

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Maria [REDACTED] Looking for a coronavirus update, Any word on if members will be receiving a credit on the monthly membership dues, should we freeze our accounts until the Gym opens again

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