



Hello everyone,

We understand there are questions about billing as we get set to re-open on June 1st. As a reminder, we did not charge any fees to anyone after we closed.

Here is the information on monthly billing, prepaid memberships, and freezes. We hope this will give you a better understanding on how billing will work.

## **Prepaid Memberships**

As we get set to re-open on June 1st, RSF would officially be closed for 2 months and 2 weeks.

All prepaid memberships that had 2 months and 2 weeks or more left on their contract, will be extended for that long.

For Example:

If your membership originally expires on Sept 1, 2020, It will now expire on Nov 15, 2020.

However, all prepaid memberships that had less than 2 months and 2 weeks left, will only be extended for the remaining days it had left

For Example:

If your membership originally expires on May 1, 2020, It will now expire on July 15, 2020. As you would have had 1 month and 2 weeks remaining.

## **Monthly Memberships**

All monthly memberships with billing dates from May 19 - June 18 will be charged a prorated amount to reflect the loss of time during our closure. Starting June 19, we will resume billing everyone at their normal rate.

### **For members with billing dates from May 19th - May 31<sup>st</sup>:**

We will resume billing the prorated amounts for Visa and Mastercard payments from Friday May 29th - Sunday May 31st in preparation of our re-opening.

- ALL amounts will be the same but as billing is done in house; we need a few days to complete it all

For those who pay by direct withdrawal; the prorated payments will be processed on Thursday June 4th.

- Please ensure you allow a few business days for the payment to process depending on your banking institution

### **For members with billing dates from June 1st - June 18:**

A prorated charge will occur as mentioned above on your usual billing date

Should you have any general questions or concerns, email us at [rsfgym@gmail.com](mailto:rsfgym@gmail.com).

But if you have questions specifically about your account, please email us and we will get back to you as soon as we can.

**FREEZING:** We understand some members may not feel comfortable returning yet. If that is the case, you can freeze your membership by emailing us with your full name, phone number, and address. Please allow us a few days to get back to you

Thank you  
-RSF Management