

# Frequently Asked Questions

In this period of constant change surrounding the COVID-19 crisis, we invite you to read the answers to the most frequently asked questions.

## **Opening of branches – When do you expect the reopening of Nautilus Plus branches?**

It's official, the long-awaited announcement was made on Wednesday June 17. It is therefore with great pleasure, that we confirm that our network of 37 branches will officially reopen on Monday, June 22. All details on our preventive measures will be communicated to you shortly.

We are ready and waiting for you!

## **Membership – Will you postpone the membership time period during which access to the branches is banned by the government?**

Yes, each member will have their **contract extended for a period equivalent to that of the temporary closure** of our branches, as imposed by the government.

## **Membership – Will you continue to collect subscription payments on a bi-weekly basis?**

Yes, future payments of the contract will be collected without interruption and in accordance to the terms and conditions of your agreement, however, **the duration of your membership will be extended for a period equivalent to that of the temporary closure**. The duration of your contract will therefore be respected as the time equal to the closing period imposed by the government will be added at the end of your subscription. Consequently, **you will not pay any membership fees during the time period added at the end of your subscription**.

## **Boomerang membership – What happens with my Boomerang credits?**

For all members with a Boomerang membership, all credits accumulated to date will remain intact and will be accessible when we reopen our branches, something we hope will be sooner rather than later.

## **Boomerang membership – How can I recover the Boomerang credits that I would have accumulated during the temporary closure period?**

Nothing changes to the credits program. During the period added at the end of your subscription, you will continue to accumulate credits without having to pay any membership fees. The Boomerang credits which will be accumulated during the period of time added at the end of the membership may be used on the purchase of Nautilus Plus products and services or claimed at the end of your subscription, as is already the case since the launch of the Boomerang membership. Nothing will be lost and all our members will be able to use or recover all of the credits accumulated in their files.

## **Membership – During the temporary closure period, can I renew my subscription and how can I proceed?**

Yes, you can renew your membership by proceeding online either with your mobile application or by accessing your customer account on our website.

## **Counselling/coaching services – Will post-dated payments for counselling/coaching services be processed?**

No. For all of our members, no post-dated payments applicable for counselling/coaching services will be processed. All payments are on hold since March 17, 2020 and until the reopening of our branches. Rest assured that proper billing processes are in place and no action is required on your part.

## **Counselling/coaching services – Will I be charged for failing to notify the branch of my absence at a scheduled appointment with my trainer/nutritionist?**

No. You will not be charged any fees for a missed appointment during the imposed closure of our branches. There is therefore no need to call to cancel.

## **How can I train at home during this period of isolation?**

All Nautilus Plus members have access to the ULTIME FIT online training platform where you will find an extensive selection of fitness programs and workout sessions, as well as over 300 healthy recipes. Different types of workouts are available including Bootcamp, Cardio, Tabata, Yoga, as well as meditation sessions. You can also decide to embark on a new program! Choose among Transform, TopFit en 30 jours, Intense 45 or Fit&Zen en 3 semaines. Just log in using the Nautilus Plus membership option and take advantage of all the benefits offered by our platform.

You can view “[ULTIME FIT – Log in procedure and description of the fitness platform](#)” for step by step instructions.

For any concerns regarding your membership file or for additional information to any unanswered questions, please do not hesitate to contact our customer service office at [info@nautilusplus.com](mailto:info@nautilusplus.com). Given the current situation, we thank you in advance for your patience.