

MEMBER FREQUENTLY ASKED QUESTIONS

What has changed at my club? Why is Cherry Creek Athletic Club (CCAC) now being operated by Life Time?

On September 5, 2019, the owners of CCAC finalized the sale of the Club to Life Time. Therefore, Life Time will begin operating the Club on September 6, 2019, and we look forward to the opportunity to continue serving you.

Why was Life Time interested in owning and operating this club?

Life Time has a nearly three-decades-long, successful history of designing, building and operating large, resort-like health and wellness destinations, along with exclusive programming and services, that provide members with a personalized approach to achieving their health and wellness goals. Supported by a team of professionals now 40,000 strong, Life Time now operates 145 resorts in 29 states and 39 major markets in the United States and Canada, including five other Life Time destinations in Colorado. With a goal to continually expand the impact Life Time is having on the health of North America, we are pleased to add this tremendous club to our portfolio of destinations.

Does Life Time plan to make any changes to the Club? Will the Club receive any updates or upgrades?

CCAC already provides members with a beautiful, resort-like club and experience. That's why we are so excited to add it to our growing portfolio of clubs across North America. In keeping with our commitment to provide all members with like new clubs and equipment, we plan to implement modest upgrades, while also delivering even more programming, services, amenities and value to members in keeping with the high-end, luxury experience that has long been associated with CCAC.

What happens next? Will CCAC members continue to have access to the Club?

We aim to provide a transition that is as easy and seamless as possible for all CCAC members. Through October 31, 2019, CCAC members will have ongoing access to the club (a signed Life Time waiver is required). After October 31, 2019, a Diamond Life Time membership is required for club access. **CCAC members will have the opportunity to establish a Life Time membership conveniently and with the same monthly rate and no enrollment fee if completed by October 31, 2019.**

You can expect the Life Time team to assist with establishing a Life Time membership, which also will provide access to the other Life Time locations in Colorado and most Life Time destinations across North America. CCAC members who wish to have immediate access to other Life Time locations may establish a Life Time membership prior to October 31, 2019. (As Life Time just began operating the club on September 6, please note that we currently are working to install our systems at this time. However, we expect to be able to establish new memberships in the short term.) Of course, if you have any questions about your membership please visit with a Member Services or Sales team member, or call our Member Relations team at 888-430-6432 or memberrelations@lt.life.

What if I do not take action prior to October 31, 2019?

CCAC members who choose not to establish a Life Time membership by October 31, 2019, may not have Club access as of November 1, 2019. Members who choose not to be a Life Time member are asked to inform a Member Services or Sales team member at the Club no later than October 31, 2019. CCAC membership agreements may be assumed by Life Time after this time if you have not taken any action.

How will I be billed moving forward?

Members will be billed for September and October membership dues in keeping with CCAC's customary process. If you have chosen to establish a Life Time membership, as of November 1, 2019, your dues will draft to the EFT account you have on file with Life Time on the first day of each month.

Will my membership dues remain the same?

No membership dues changes are anticipated prior to January 1, 2020. While periodic dues increases are required to uphold the unparalleled membership experience we deliver, Life Time strives to keep membership dues increases as minimal as possible.

What is the membership cancellation policy?

Life Time memberships may be terminated by providing advance written notice on a rolling 30-day basis. Written notice may be provided in person at the Club or by certified mail (with return receipt requested) to the Club.

What happens to the guest passes I have on my account?

Life Time memberships also provide guest privileges. Life Time invites guests to use our centers, whether with a member or as walk-in visitors to the center. Visitors who don't come as a guest of an existing member are required to pay a daily fee. Guest hours vary by location. Before each visit, all adult guests must complete and sign a Guest Register and present a valid driver's license

What happens with the prepaid services on my account?

Members' existing prepaid services will be honored and fulfilled in accordance with their terms and conditions.

Will I be able to charge purchases to my account?

Once you establish a Life Time membership, you may register for the Life Time Club Tab program, which allows you to charge services and product purchases at the Club. With Club Tab, a member may provide a credit card, which is kept on file, and then simply present their membership card, or via the LT app, to make purchases. Purchases are billed to the credit card on file immediately as they occur.

I like the CCAC staff. Will they remain at the club?

Yes. It is our intention to have CCAC team members join the Life Time team and continue serving you.

I have additional questions. Who may I contact?

We look forward to addressing your questions and serving your membership needs. If you have any questions about your membership, please visit with a Member Services or Sales Team Member, or call our Member Relations team at 888-430-6432 or memberrelations@lt.life.