



Defined Fitness Members,

Today we reopened our doors at all our Defined Fitness clubs following recent orders from our government leaders lifting restrictions on gym closures. We look forward to serving the needs of our members again in the coming weeks.

It is our hope that during the closure you have taken advantage of the free online classes, live personal trainers and group exercise classes, and other resources we have provided to our members to help you stay fit from home. We have expanded our live group exercise classes online which are available on Facebook and Instagram to continue our efforts to serve our members during the first phase of reopening.

We want to provide you updates regarding your membership billing now that we are open.

- As a reminder we took proactive steps to freeze your account during our closure, and you have not been billed for the time we were closed.
- All Defined Fitness clubs will reopen on June 1st and we will resume membership billing.
- You will be billed for one full month of membership on June 1st for for the month of June.
- A credit for the days we were closed in March will be applied to your July billing.
- All personal training billing will resume in June and a Personal Training Manager or trainer will be in touch to schedule your sessions.

We hope you have had the opportunity to read the extensive Defend Your Health COVID-19 Operations Plan we released to our members and the public, as well as the operations highlights outlining what you can expect when you arrive. We have been extremely proactive in establishing a gold standard of operations to ensure all our members can return safely to your workout routines.

Our team is back and we are excited to provide you with the best member experience that you have come accustomed to as a member of Defined Fitness. We are more motivated than ever to continue to provide you with the best in health and fitness in the state of New Mexico and beyond. Again, we thank you for your support throughout our closure and we look forward to welcoming you back into our clubs in the coming weeks.

Best In Health,

Mark Fisher  
Chief Executive Officer  
Defined Fitness

[Click Here Operations Highlights](#)

[Click Here Full Operations Plan](#)