

**Health Club Survey 2013**

| Gym/Club Name                         | Address                                | Hours of Operation   | Prices listed on website? | Prices posted in gym?   | Price and Payment Term*  | Type of Payment Accepted   | Deals or Specials & Terms  | Are there classes or special services offered in the Normal fee? If so, what?   | Cancellation Policy   |
|---------------------------------------|--|--|---------------------------|---|--|--|--|---|---|
| <u>Fitness Together</u>               | 321 Columbus Ave. Boston, MA 02116     | By appointment only; Monday - Friday: 6 am - 9 pm; Saturday: 8 am - 3 pm; Sunday: Closed   | No                        | No  | One-on-one training sessions: \$80 per 45-minute session; "Pack" training (3-5 people with a trainer): costs \$40 per 45 minute session. Payment for first month is due upon signing. No other membership option available.  | Check, credit/debit  | None offered.  | Personal one-on-one training or small "pack" training consisting of 3-5 people, nutrition, cardio, and resistance training part of 3 step plan to personal fitness.   | Contract can be cancelled at anytime with a 30 day written notice. No cancellation fee.   |
| <u>Reebok Cross-Fit</u>               | 209 Columbus Ave. Boston, MA 02116     | Monday - Friday 5:30 am - 8 pm; Saturday 9 am - 2 pm; Sunday 9 am - 12 pm                  | Yes                       | No. Prices were listed in a membership binder behind the counter, but hard copies were not available for consumers to take. | Crossfit: \$60 per training session paid per month. Payment for the first month is due in full up front upon signing. No other membership option available.  | Check, credit/debit, cash  | First session free and includes 45-minute introduction to Crossfit and Q&A session. Discounts advertised for monthly sessions for full time students, military/first responders, or corporate partner/Park Square employees. | Crossfit, one-on-one or small class sessions (personal training), nutrition counseling.   | Contract can be cancelled at anytime with a 30 day written notice. No cancellation fee.   |
| <u>Women's Fitness of Boston</u>      | 27 School St. Boston, MA 02108         | Monday - Friday: 6:30 am - 8 pm; Saturday: 9:00 am - 1:00 pm; Sunday: Closed               | No                        | No  | Two membership options. Annual membership fee: \$50 (to be paid in two increments, \$25 in June and \$25 in January). Monthly membership fee: \$39.99.   | Check, credit/debit, cash  | If signing up within the week of getting free weekly pass, enrollment fee only \$29.99. Student deal: \$39.99 per month.   | Group fitness classes provided with membership daily (Zumba, Muscle FIT, Pilates, Yolates, Tae Box Flex, Strength in Motion, Yoga, Tabata, Boxing/Self Defense, Spinning), day locker use, showers.   | Annual membership: \$100 fee and will be terminated 30 days after you turn in cancellation form. Monthly membership: \$50 fee and will be terminated 30 days after you turn in cancellation form.   |
| <u>Planet Fitness</u>                 | 28 State St. Boston, MA 02108          | Monday - Friday: 6 am - 9 pm; Saturday: 9 am - 6 pm; Sunday: 9 am - 3 pm                   | No                        | No  | Two membership options. Month-to-month membership fee: \$10 per month with an enrollment fee of \$29 OR 12 month (annual) commitment membership fee: \$199 per year.   | Credit/debit card, cash (accepted for first payment, but another method of payment afterwards required)  | Can get six months free if committing to 12 month contract.  | Group fitness classes provided with membership daily, tanning, day locker use.  | 12-month contract: can not cancel. Month-to-month: no penalty fee, will expire at end of month.   |
| <u>Healthworks Fitness Centers</u>    | 441 Stuart St. Boston, MA 02116        | Monday-Friday: 5:30 am - 10 pm; Saturday & Sunday: 7:30 am - 8 pm                          | No                        | No. However, a flyer with pricing details is provided upon request.   | Three membership options. VIP: \$159.65 per month; Premium: \$99.95 per month; Basic: \$79.95 per month. Additional enrollment fees vary by term commitment: 12 month commitment: \$29; 6 month commitment: \$69; Month-to-Month: \$99.  | Check, credit/debit, cash (accepted if there is also a credit card on file)  | During month of January, club will reduce enrollment fee to \$9 from \$29 when signing up for 12 month contract.   | VIP membership: unlimited access to all locations, one 50-min personalized massage/month, VIP membership card, periodic incentives throughout year; Premium membership: unlimited access to home club and amenities and services; Basic membership: full access to home club and amenities.   | Ability to freeze membership for up to 3 months available for \$10 per month for every membership. Different terms of cancellation for each membership. 6 or 12 month commitment: \$200 fee + 60 days (2 full billing cycles); must send notice of cancellation. Month-to-month: need to provide formal request of cancellation 60 days (2 full billing cycles) prior; no cancellation fee. |
| <u>Fitness Together</u>               | 143 Hampshire St. Cambridge, MA 02139  | By appointment only; Monday - Friday: 6 am - 9 pm; Saturday: 8 am - 2 pm; Sunday: Closed   | No                        | No  | Group sessions sold in month packages: \$35 per session with three month minimum obligation. One-on-one trainings: \$60 - \$75 depending on length of time. No annual contract. No other membership option.  | Check, credit/debit  | First session free.  | Personal one-on-one training or small "pack" training consisting of 1-4 people; nutrition, cardio and resistance training: nutrition plans on a six week one-on-one schedule.   | One month notice required. Must complete official cancellation form to cancel. With 3-month minimum commitment no refund if monthly fees paid in full up front. If contract canceled prior to first 3 month minimum commitment (without having paid the month's fee), the gym will charge 50% of a month's membership.  |
| <u>Boston Sports Club</u>             | 311 Arsenal St. Watertown, MA 02472    | Monday - Friday: 5 am - 11 pm; Saturday & Sunday: 8 am - 8 pm                              | No                        | No  | Two membership options. "Core" (single club): \$59.95 per month; "Regional Passport" (entrance to every BSC club in area): \$79.95 per month. Additional fees: Enrollment fee: \$149 & processing fee \$49. Annual members must commit for first 12 months whereafter the contract changes to month-to-month (monthly fee may increase). "Rate Lock Guarantee" fee (to avoid spike in fees): \$39 annually.  | Credit/debit card, automatic bank account transfer/EFT   | Initiation fee waived if contract signed by 1/8/13.  | All classes included (body pump, zumba, kickboxing, spinning, yoga, pilates, boxing, etc), pool and sauna available.  | 10-day money back guarantee after initial sign-up. Month-to-month may cancel with 30 days Notice, otherwise prorated per day for length of month (about \$2 per day). \$150 cancellation fee.   |
| <u>Evolve Fitness</u>                 | 52 New St. Cambridge, MA 02138         | Monday - Thursday: 5 am - 10 pm; Friday: 5 am - 9 pm; Saturday & Sunday: 7 am - 8 pm       | No                        | No  | Several levels of membership. 14 month membership (with \$149 enrollment fee): \$49.99 monthly membership fee and includes two out of three additional services (towel, daycare, or tanning). 14 month membership (with no enrollment fee): \$39.99 monthly membership fee. Month-to-month membership (with \$149 enrollment fee): \$49.99 monthly membership fee. 20 month membership (with \$149 enrollment fee): \$29.99 monthly membership fee. 20 month membership (with \$149 enrollment fee): \$19.99 monthly membership fee, and no Monday/Tuesday access nor classes included. Additional fees: One-time annual fee of \$39.99 charged after three months of any membership. First and last month payment due up front except with month-to-month membership. | Check (preferred), credit/debit, automatic bank account transfer, cash   | Enrollment fee on applicable memberships is reduced from \$149 to \$50 (no end date to deal, ends after selling specific but undisclosed number of promotional memberships).   | 2 free intro sessions: fitness assessment and nutritional program. All classes included and must sign up 24 hours in advance (yoga, spinning, zumba, x-train, body pump, etc.)  | Must write letter to payment processor 30 days before next billing cycle. \$89 cancellation fee with 14-month and 20-month contracts. No cancellation fee for month-to-month contract.  |
| <u>Blast Fitness</u>                  | 127 Smith Pl. Cambridge, MA 02138      | Monday - Thursday: 5 am - 11 pm; Friday 5 am - 9 pm; Saturday & Sunday: 7 am - 8 pm        | Some prices listed.       | Yes   | Two membership options. Gold Membership: \$10 per month (plus \$1 per month multi-club use fee required); Platinum Membership: \$19.99/mo (plus \$1/mo multi-club use fee required). Enrollment fee: \$99. Rate lock fee: \$49.99 annually (charged 15-30 days after joining).   | Check, credit/debit, automatic bank account transfer, cash (accepted for first payment, but another method of payment afterwards required)     | Enrollment fee reduced to \$1 for signing up during time of the deal. Sales associate did not know when deal would expire.   | One free 30-minute personal training session at sign-up; free babysitting; women-only cardio, and weight room. Gold membership: free weight area and cardio equipment. Platinum Membership: free weight area, cardio equipment, tanning, spinning classes, group exercise classes, 1/2 off cooler drinks, and bring friend for free for life. | Can cancel upon payment of \$59 termination fee. Must receive cancel waiver from the Club Manager and give the club 30 days notice.   |
| <u>Cambridge Athletic Club</u>        | 215 1st St. Cambridge, MA 02142        | Monday - Thursday: 5:45 am - 11 pm; Friday: 5:45 am - 9 pm; Saturday & Sunday: 8 am - 7 pm | No                        | No. However, prices are listed on materials that are made available upon the consumer's request.                            | Two membership options. One year membership: enrollment fee \$99 for individuals or \$149 for couples, monthly membership fee \$69 for individuals or \$125 for couples. Month-to-Month membership enrollment fee \$149 for individual or \$199 for couples; monthly membership fee \$74 for individuals or \$135 for couples.   | Check, credit/debit, automatic bank account transfer/EFT, cash   | During month of January, individuals and couples can receive \$50 off enrollment fee when signing 1-year contract.   | Periodic fitness classes (includes spinning, martial arts, yoga); squash, racketball, and basketball courts; 1 free fitness assessment; steam room and sauna; day lockers.  | Can cancel 1 year contract upon payment of \$199 cancellation fee with written notice. Can cancel month-to-month with written notice without penalty.   |
| <u>YMCA Huntington Ave</u>            | 316 Huntington Ave. Boston, MA 02115   | Monday - Thursday: 5 am - 11 pm; Friday 5 am - 9 pm; Saturday & Sunday 7am-7pm             | Yes                       | No. However, their promotional rate for young adults was posted on a banter outside.  | Several membership options based on consumer. Month-to-Month Memberships: Teen (13-17): \$10 per month, Young Adult (18-29): \$31 per month, Adult (30-64): \$41 per month, Senior (65+): \$30 per month, Couple (two 18+ adults living in same home): \$57 per month, 2 parent household*, \$66 per month, 1 parent household*: \$57 per month; Enrollment Fee: \$25. *Dependent children 26 or younger   | Check, credit/debit, automatic bank account transfer/EFT, cash (accepted for first payment, but another method of payment afterwards required) | \$25 enrollment fee waived if consumer signed up in January.   | All classes (yoga, zumba, cycling, etc) included.   | 15 day written notice required. No cancellation fee.  |
| <u>West Suburban YMCA</u>             | 276 Church St. Newton Center, MA 02458 | Monday - Friday: 5:45 am - 10 pm; Saturday & Sunday: 7 am - 7 pm                           | Yes                       | No. However, the prices are available in brochures.   | Several membership options based on consumer. Youth (6 months - 13 years old): \$132 per year. Teen (14 - 18): \$192 per year. Young Adult (19 - 25): \$52 per month. Adult (26 - 59): \$71 per month. One Adult Family*: \$92 per month; Two Adult Family*: \$112 per month; Three Adult Family*: \$166 per month; Senior (60+): \$57 per month; Senior Couple: \$92 per month. *Family memberships include all children under 18 living in same household.   | Check, credit/debit, automatic bank account transfer/EFT, cash (accepted for first payment, but another method of payment afterwards required) | None offered.  | Fitness center; recreation center; pool; indoor track; racquetball and squash; computer lab; cycling; playground; outdoor track.  | 30-day notice - note that billing is automatic on the 15th of each month. No cancellation fee.  |
| <u>Boston Sports Club Boylston St</u> | 505 Boylston St. Boston, MA 02116      | Monday - Friday: 5 am - 10 pm; Saturday & Sunday: 8 am - 9 pm                              | Yes                       | No. However, a laminated handout was made available upon request.   | Two membership options (both annual memberships). Enrollment fee: \$149. "Core" (single club): \$69.95 per month; "Regional Passport" (entrance to every BSC club in area): \$79.95 per month.   | Credit/debit, check, automatic bank account transfer/EFT   | \$20 enrollment fee. Club employee indicated no end date for promotion and could end at any time. \$49 for first month.  | All classes included (body pump, zumba, kickboxing, spinning, yoga, pilates, boxing).   | Cancellations must be written 30 days in advance of termination. No cancellation fee.   |

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|------------------------------------|--|---|---------------------------|-----------------------|---|---|--------------------------------------|--|---|
| <u>Boston Sports Club Downtown</u> | 10 Franklin St. Boston, MA 02110           | Monday - Friday: 5:30 am - 9 pm; Saturday: 8 am - 6pm; Sunday: Closed | Yes                       | No                    | Two membership options (both annual memberships). One year contract. Enrollment fee: \$149. "Core" (single club): \$69.95 per month; "Regional Passport" (entrance to every BSC club in area): \$79.95 per month.   | Credit/debit, check, automatic bank account transfer/EFT            | \$49 (from \$69.95) for first month. | All classes included (body pump, zumba, kickboxing, spinning, yoga, pilates, boxing).      | Cancellation fee of \$150 for one year contract. Month-to-month members need 30-day notice to avoid cancellation fee. |
| <u>VIM Fitness</u>                 | 350 Massachusetts Ave. Cambridge, MA 02139 | Monday - Friday 6 am-10 pm; Saturday & Sunday: 8 am - 8 pm.           | Yes                       | No                    | Two membership options: monthly membership: \$64 per month (requires up front payment of first and last month including enrollment fee and facility fee). One-year membership: \$600/yr. (requires payment up front, including enrollment fee and facility fee). \$49 enrollment fee. \$29 facility fee to be paid each year. | Check, credit/debit card, automatic bank account transfer/EFT, cash | None offered.                        | Group fitness classes, yoga classes, day locker use, showers, sauna and steam room access. | Month-to-month: 30-day Notice, no cancellation fee. Yearly: No refunds of any of the \$600 paid up front.             |

| <b>**All information collected in person, telephone, and online</b><br><b>**No health club surveyed had a visibly posted cancellation policy or list of prices, although many would offer written/verbally when requested</b>  |
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| <p><b>** Definitions:</b></p> <p><b>Enrollment Fee:</b> Charged at the start of a membership. This is a one-time fee in addition to annual or monthly membership fees.</p> <p><b>Membership Fee:</b> Fee charges for actual membership. Charged periodically (monthly, annually, etc.) depending on type and/or term of membership.</p> <p><b>Month-to-month membership:</b> Memberships that do not require a term commitment and are renewed monthly.</p> <p><b>Annual Fee:</b> Charged in addition to pre-existing membership fees once annually.</p> <p><b>Cancellation Fee:</b> Charged upon cancellation of membership unless for reasons outlined by statute.</p> <p><b>**Cancellation policies outlined by Massachusetts law:</b></p> <p><b>Part I. Title XV. Chapter 93. Section 81.</b></p> <p>Every contract for health club services shall provide clearly and conspicuously in writing that such contract may be cancelled within three business days after the date of receipt by the buyer of a copy of the written contract or written receipt indicating the buyer's payment for health club services. The contract for health club services shall contain the following written notice in at least ten point bold type:</p> <p><b>"CONSUMER'S RIGHT TO CANCELLATION. YOU MAY CANCEL THIS CONTRACT WITHOUT ANY PENALTY OR FURTHER OBLIGATION BY CAUSING A WRITTEN NOTICE OF YOUR CANCELLATION TO BE DELIVERED IN PERSON OR POSTMARKED BY CERTIFIED OR REGISTERED UNITED STATES MAIL WITHIN THREE (3) BUSINESS DAYS OF THE DATE OF THIS CONTRACT OR THE DATE OF YOUR RECEIPT TO THE ADDRESS SPECIFIED IN THIS CONTRACT."</b></p> <p>Notice of the buyer's right to cancel and the method of cancellation under this section shall also be posted clearly and conspicuously on the premises of the health club.</p> <p>The notice of the buyer's cancellation of his contract shall be in writing and delivered in person or by certified or registered United States mail at the address specified in the contract. Such notice shall be accompanied by the contract forms, membership cards and any other documents or evidence of membership previously delivered to the buyer. All monies paid pursuant to such contract shall be refunded within fifteen business days of receipt of such notice of cancellation. If the buyer has executed any credit or loan agreement to pay for all or part of the health club services, any such negotiable instrument shall be void upon cancellation under this section and shall also be returned to the buyer within said fifteen days.</p> <p><b>Part I. Title XV. Chapter 93. Section 82.</b></p> <p>Every contract for health club services shall provide clearly and conspicuously in writing that after the expiration of the three day period for cancellation as provided in section eighty-one, in the event of the buyer's death, the buyer's estate may cancel the contract for health club services. The contract shall also provide that the buyer may cancel if he becomes significantly physically or medically disabled for a period in excess of three months, or if the health club services or facilities are not available to the buyer because the seller fails to open a planned health club or location, permanently discontinues operation of the health club or location, or substantially changes the operation of the health club or location. The contract shall also provide that the buyer may also cancel if he moves his residence to a location more than twenty-five miles from a health club operated by the seller or a substantially similar health club which will accept the seller's obligation under the contract. Nothing contained herein shall restrict or prohibit the seller from offering or providing in such contract additional or broader reasons for cancellation.</p> <p>The seller may require reasonable evidence of the reason for cancellation by the buyer pursuant to this section. The contract for health club services shall contain the following notice captioned in at least ten point bold type:</p> <p><b>"ADDITIONAL RIGHTS TO CANCELLATION</b></p> <p>You or your estate may also cancel this contract for any of the following reasons:</p> <p>If upon a doctor's order, you cannot physically or medically receive the services because of significant physical or medical disability for a period in excess of three months;</p> <p>in case of your death;</p> <p>If the health club services to be provided under this contract are not available because the seller fails to open a planned health club or location, permanently discontinues operation of a health club or location, or substantially changes the operation of a health club or location. If you move either your residence or your place of employment more than twenty-five miles from any health club operated by the seller or a substantially similar health club which will accept the seller's obligation under the contract."</p> <p>All monies paid by the buyer pursuant to a contract for health club services which has been cancelled for one of the reasons contained in this section shall be refunded to the buyer or his estate within fifteen days of the seller's receipt of such notice of cancellation; provided, however, that the seller may retain the portion of the total contract price representing the amount of time that the services or facilities were used by the buyer prior to cancellation; and provided, further, that the seller may demand the reasonable cost of goods and services which the buyer has consumed or wishes to retain after cancellation of the contract. In no instance shall the seller demand more than the full contract price from the buyer. If the buyer has executed any credit or loan agreement to pay for all or part of the price of the contract for health club services, any such negotiable instrument executed by the buyer shall also be returned and terminated within fifteen days. The buyer shall no longer be liable for any obligation under such credit or loan agreement.</p> |