



Mountain Valley Fitness & Health

2519 Cove Ave

La Grande, OR 97850

541-663-0462

Dear Valued Mountain Valley Fitness & Health Member,

We are writing to inform you that beginning November 1st, 2019 your monthly membership rate will be going up by \$5.00 per member on your account. If you are receiving this letter and you are in a current contract your rates will not increase until your contract expires. If you have people on your account as addons regardless of your contract status their rates will be going up on November 1st. Raising rates is frustrating and we understand if you are concerned about this change. Please let us take a moment and tell you about this decision.

Part of our mission is to provide our members with the highest quality, individualized fitness experience possible. That is our passion and we hope you see the fulfillment of our mission in the quality of people we employ, the quality of equipment we supply, and the cleanliness of the facility we offer. This increase in rates is going to help us continue to provide the high-quality level of service you are accustomed to receiving.

In addition to the increase in monthly membership rates you will also see fewer classes offered. We will still continue to offer many of the classes with high attendance, as for those classes with low attendance they will be ending October 31st, 2019. We apologize if your favorite class is one of those that is ending. We do want to remind you of our partnership with Peak Lifestyle Studio. All Mountain Valley Fitness & Health members receive a 10% discount on punch cards as well as some other discounted options.

We understand that asking more from our members means we should be prepared to give more back. That is why we have attached a member survey that we would like you to fill out and return to us. We will also have these surveys available at reception in case you lose yours. By filling out one of these surveys it will help us as we seek better ways to serve you. You are the reason we are here; you are who we want to support and empower to experience the full joy of living.

The most common request that we currently get from our members is more space. While we are somewhat limited on what we can do, we are not completely out of options. We have some ideas on ways to maximize the current space. We plan on creating a visual environment that supports, encourages, and motivates you to reach every one of your fitness goals.

Changes are alarming, and rate increases are never anyone's favorite thing. We hope you see the value in the services we offer, and the direction we want to take Mountain Valley Fitness & Health. Healthy living is a lifestyle. It is a commitment to yourself to be the best you possible. We love being able to help you reach your goals and change your life for the better. Thank you for being one of our valued members.

Sincerely,

Mountain Valley Fitness & Health