



## Resuming Member Billing

# EMAIL TEMPLATE

*Use this email template to update your members on the current status of membership billing during the COVID-19 pandemic. Simply copy and paste the messaging below into your member management and/or email software and update the information in brackets.*

### In This Together

Have questions regarding membership billing options? Need 1:1 guidance?  
Reach out to your Client Success Manager at any time.

**[Grab a 30-minute session here.](#)**

---

From: [Business Name]

Subject: COVID-19 Update: A Letter from [Business Name]

Hi [Business Name] Family,

Thank you so much for your loyalty and support during these challenging times. Your words of encouragement mean the world to us. You've helped strengthen our resolve – and we're determined, now more than ever, to continue serving you and supporting you every step of the way along your [fitness/black belt] journey.

As you know, due to the pandemic, our government has mandated in-person classes and [gym/dojo/studio] suspension until [enter date].

In the meantime, we have successfully transitioned to online classes to help you stay on track with your [fitness/black belt] goals. Our online classes are held exclusively through [where to find, how to access, times - if live].



In [Current Month], we suspended your billing until the end of the month. Starting in [Next Month], all payments will resume as previously scheduled. You will have access to our online classes and a variety of workouts and well-being activities while we are temporarily closed.

As an added thank you for your continued support, we are offering [any other accommodations – such as adding time to end of memberships, free events/camps for all active members after the dust settles, free/discounted testing fees next cycle].

If you have any questions, we are happy to help. Feel free to contact us at [phone, email, or other] with your questions.

We do remain hopeful that the threat of COVID-19 will soon diminish and that we can responsibly reopen our [gym/dojo/school]. Until then, please continue to check your email and follow us on social media for further updates on the projected reopening date for [Business Name].

Stay healthy and safe!

[Owner Name]