



**OFFICE OF THE ARIZONA ATTORNEY GENERAL  
STATE OF ARIZONA**

**MARK BRNOVICH  
ATTORNEY GENERAL**

**CIVIL LITIGATION DIVISION  
CONSUMER PROTECTION & ADVOCACY SECTION**

**STEPHANIE ELLIOTT  
SENIOR LITIGATION COUNSEL  
(602) 542-8798  
STEPHANIE.ELLIOTT@AZAG.GOV**

March 27, 2020

**VIA MAIL AND EMAIL**

Life Time Fitness  
2902 Corporate Pl  
Chanhassen, MN 55317-4773  
memberrelations@lt.life

To Whom It May Concern,

The Arizona Attorney General's Office writes to alert you about a troubling policy it has discovered about your gym's membership cancellation policies. As of March 27, 2020, your website stated:

If you aren't able to use the club for a short time or as often as you used to, we have many options other than cancellation. Please see the Member Services desk at your club for more details. If ultimately you do need to cancel your membership, we require advanced-written notice per your General Terms Agreement.

<https://my.lifetime.life/faq/how-do-i-cancel-my-membership.html>

Requiring in-person cancellation of services is problematic under normal circumstances and may violate the Arizona Consumer Fraud Act, A.R.S. §§ 44-1521–44-1534. Requiring in-person cancellation of services at a time when your gyms are closed due to a national and state health emergency where social distancing is emphatically prescribed is even more problematic. We urge you to change these policies immediately and alert your customers to allow cancellation by phone or email. At a minimum, your remote cancellation policy should be maintained for the duration of mandated closures.

We appreciate the circumstances your business is facing and the fact that Life Time will provide certain credits and refunds, and has suspended automatic payments, but consumers still should be given the opportunity to cancel remotely if needed.

Using the contact information below, please inform our office by Friday, April 3, 2020, whether you have changed this policy and provide a copy of the notice you sent to your customers. If you elect not to change this policy, please preserve all written and electronic materials related to this policy in anticipation of a possible consumer fraud investigation.

If you have questions, please contact me at (602) 542-8798 or Stephanie.Elliott@azag.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephanie Elliott", is centered on the page. The signature is fluid and cursive.

Stephanie Elliott  
Senior Litigation Counsel

#Q021Q8PG0DN7UR