



We want to take a moment to address our members and the concerns you may have regarding our billing cycles.

For months prior to this pandemic, Landmark has been undergoing a software conversion. Even though we were ordered to shut our doors, that conversion still took place. This includes the automated billing system, which is now Mind Body. Unless you had set up a billing freeze prior to April 1, your membership dues have been charged to the payment method you have on file with us. These transactions, along with any emails you've received associated with Mind Body, are auto generated and Landmark had no control over them. We are in contact with Mind Body to find a solution to stop the auto emails and how we can move forward with the auto billing process while we are not open for business. We understand this does not resolve any hardships this may have caused you, but we felt it is worth explaining.

Moving forward, we'd like to reassure you that we have all intentions of making this right by our members. Please read through the options we can currently offer and while these solutions may not be the answer to the inconvenience this may have caused, these are the solutions we have at this time:

- Members who are still under a yearly contract, we can offer you a free month's membership, added at the end of your contract.
- Members who are on monthly contracts, we can offer a free month of membership when we reopen
- Members who are experiencing hardship and would like their dues returned, we can issue a refund check in the amount of April's dues. We can also freeze your billing cycle payments to prevent any future payments from being auto withdrawn.

If you'd like to make any of these adjustments to your account you need to notify us by email at: **landmark_coordinator@yahoo.com** Since everyone's membership and circumstances are unique, these adjustments must be made on a case by case basis, requiring them to be entered manually. Our other emails, website, and Facebook are not being monitored at this time as our staff is currently not working. Any requests, questions or concerns must be directed to this email address only. Someone from our management staff will respond as soon as possible. We ask for your patience as we anticipate a large amount of requests but promise that everyone's situation will be addressed.

Lastly, we'd like to extend a sincere thank you to the members who have reached out to us with kind words of understanding and support while we tread these uncharted waters. As a small, locally owned business, we have the honor of getting to know our members, forming many lifelong relationships throughout the years. Knowing we have the support of our members during this time means so much to us, and in the future we intend to show our gratitude. Until then, please accept our sincere apologies for any stress, hardship or inconvenience this may have caused you.