

Customers mad that New York Sports Clubs still charging them during the coronavirus shutdown

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By Joe D'Amodio | damodio@siadvance.com

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Some members of metropolitan area gym behemoth New York Sports Clubs are steaming mad -- and it has nothing to do with the saunas.

Customers are upset because the gym is still charging members fees even though all places of businesses were temporarily closed by the city on March 16.

Even more frustrating is that customers can't reach anyone at NYSC because they are shutdown, including the one in Travis.

"It stinks," said Mike Sorrento of Graniteville, a customer at the NYSC's Travis gym. "We are being charged money and we have no access to the gym. Don't know if it's an oversight, but something must be done."

Other customers took to Twitter to voice their displeasure.

"What a f - - king scam. Close the clubs, but charge all the members their monthly dues and make it impossible to cancel," writes Twitter user [@hispeed_gordo](#).

According to reports, a class-action lawsuit is being filed against New York Sports Club's parent company Town Sports International Holdings and own Sports International (TSI) by Wigdor LLP.

NYSC has more than 600,000 customers in the metropolitan area.

"TSI must do right by New Yorkers who are at the epicenter of this global crisis by freezing all gym memberships effective immediately, honoring all written or verbal membership cancellation requests, and issuing refunds to those members who were fraudulently charged fees for gym memberships that they are now unable to use," David E. Gottlieb, a partner in the firm, said in a statement.

Phone calls to NYSC in Travis were not answered.

Meanwhile, that doesn't appear to be the case at other local gyms.

According to Huguenot's Phil Bracco, LA Fitness has informed its customers via email that payment fees will be put on a hold as of April 1, 2020, if an LA Fitness in the area is not able to open. LA Fitness has three locations on the Island.

Here's what some of the LA Fitness email said:

"If we are unable to open a club near you on April 1, we will suspend all your billings until one or more clubs in your market reopen," part of the email says. "This suspension will apply to all fitness memberships, personal training, Kids Klub, HIIT by LAF and Pilates by LAF dues, as well as to all annual, enhancements and rate guarantee fees, that you may be paying. When a club in your market reopens, we will resume billing you in the same amounts and on the same dates as were in effect prior to April 1."

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Former Islander Dave Mireider, who now resides in New Jersey, said he received a similar email from Planet Fitness.

Here's what some of the email, signed by the CEO Chris Rondeau, said:

"Out of an abundance of caution, all of our clubs have closed until further notice. As your long-term partner in fitness, we have proactively frozen all memberships on your behalf, and you will not be charged any fees during this time [see our FAQs here]. We will be ready to serve you in a clean, sanitary, and judgement free environment when we reopen. At that time, if you have any questions about your membership, please feel free to come in, talk to us about it, and we will be happy to address any needs you may have. We will keep you informed and let you know when your club is ready to reopen."

Meanwhile, the YMCA of Greater New York, which includes the two Island YMCAs, said they are freezing memberships during the coronavirus, according to [a statement on the website](#).

Here's what part of it said:

"We've currently put all memberships on hold automatically. But we're also asking for your help. We hope you'll consider sustaining your membership to support the Y.

"Keeping your membership active will help us meet critical community needs — including providing childcare for health care workers and resources to families. It will also ensure the Y returns strong and ready to serve you and our communities.

"[Please complete this form](#) to sustain your membership — and know how deeply thankful we are for your partnership."