

Donald Akers Jr, Attorney

From: Lourdes Fitness Center <LourdesFitnessCenter@fmlhs.org>
Sent: Tuesday, January 3, 2023 5:00 PM
To: dakersjr@cox.net
Subject: Important Update Regarding Lourdes Fitness Center



January 3, 2023

Valued Fitness Center Member:

After 37 years in business, Lourdes Fitness Center has made the difficult decision to close our doors January 31, 2023. Working with you to help achieve your fitness goals has been an honor and we are immensely grateful for your support over the years.

Rest assured that until closure our commitment to providing you with the best service and support remains our top priority. We ask that if you have any prepaid sessions with personal trainers or massage therapists, you make every attempt to schedule those prior to January 31.

Over the years we have seen the growth of many great fitness centers in our community. Acadiana is blessed to have many outstanding options where you can continue your health and wellness journey. If you are a member of our center through your health insurance provider, we urge you to reach out directly to their specific customer service phone number to identify centers in our area that accept the program in which you are enrolled.

We want to ensure that we help answer any questions you have as clearly and efficiently as possible. We have developed several options available to assist you.

- **We have a dedicated webpage** that includes frequently asked questions such as; What do I do if I have prepaid my membership or training sessions? Or What do I do if I have gift cards with account balances? You can find the answers to these questions and more by visiting Lourdesrhc.com/fitnesscenter.
- **Email** LourdesFitnessCenter@fmlhs.org with your question and a member of our team will email you within 3 business days, Monday-Friday 8 a.m. – 5 p.m.

- **Call our help desk at (337) 470-4200** to leave a message for one of our team members. Team members are checking messages daily and calling members back within 3 business days, Monday – Friday, 8 a.m. – 5 p.m.

We appreciate your business and for allowing us to be a part of your fitness journey.

Sincerely,

Lourdes Fitness Center

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