



December 10, 2019

Dear Massage Retreat & Spa/The Zone Members and Clients:

Thank you for allowing us to serve you over the years. We are grateful for your loyalty and support.

Following a comprehensive review of our business, we have made the difficult decision to cease operations at the Eden Prairie, Edina, Plymouth, Savage, Shoreview and Woodbury Massage Retreat & Spa/The Zone locations, effective January 10, 2020.

With this change, we wanted to share the following important points regarding your membership:

- Through January 10, 2020, these locations will continue normal business hours and you may continue to visit these locations to receive existing services in order to use your remaining sessions and/or unused gift card balance;
- Additionally, we no longer will be automatically drafting monthly membership dues or selling gift cards;
- Finally, you may continue to purchase desired services on-site through our last day of operation, for services to be provided as of the date of purchase.

Effective January 11, 2020, we have made arrangements with Life Time whereby they will honor any remaining prepaid sessions and/or gift card balance for services at their LifeSpa locations throughout the Twin Cities area through April 30, 2020. Please note that:

- If you have prepaid, unused sessions, LifeSpa will honor unserviced Massage Retreat 60-minute spa sessions as your choice of either a 60-minute massage or 60-minute facial service at any of its LifeSpa locations during this period.
- If you have any unused gift card balance, LifeSpa will honor outstanding gift card balances by applying the remaining outstanding balance as a credit towards any service or product offered by LifeSpa at any of its LifeSpa locations during this period.
- When contacting LifeSpa to schedule an appointment, please make sure to let them know that you are a Massage Retreat & Spa/The Zone member or client.

If you have any questions, we welcome you to speak with a Massage Retreat & Spa/The Zone team member or call Jess Baebenroth, Area Manager, at 612-695-8019.

Once again, thank you for providing us with the privilege to serve you.

Massage Retreat & Spa/The Zone

MEMBER FREQUENTLY ASKED QUESTIONS

Why are these Massage Retreat & Spa/The Zone locations closing?

Following a comprehensive business review, we have made the difficult decision to cease operations at the Eden Prairie, Edina, Plymouth, Savage, Shoreview and Woodbury Massage Retreat & Spa/The Zone locations, effective January 10, 2020.

What about the Maple Grove location? Will that remain open?

The Massage Retreat & Spa Maple Grove location is operated separately by a third party group and is not impacted by this change. Similar to today, prepaid, unused sessions and/or gift card balances may not be used at this location.

Will my prepaid, unused sessions and/or unused gift card balances be honored at LifeSpa locations immediately?

Through January 10, 2020, prepaid, unused sessions and/or unused gift card balances may only be redeemed at the Eden Prairie, Edina, Plymouth, Savage, Shoreview and Woodbury Massage Retreat & Spa/The Zone locations. Any prepaid, unused sessions and/or gift card balances may be honored at Life Time LifeSpa locations from January 11, 2020 through April 30, 2020.

What will happen to the staff at Massage Retreat & Spa/The Zone?

All staff will have the opportunity to apply for continued employment at Life Time locations in the Twin Cities.

Do I need to have a Life Time membership to have my prepaid, unused sessions and/or unused gift card balance honored at LifeSpa from January 11, 2020 through April 30, 2020?

No. Your prepaid, unused sessions and/or gift card balance will be honored at LifeSpa locations without a Life Time membership.

What services does LifeSpa offer and where are they located?

More information about LifeSpa is available at lifetime.life/spa.html

Will Life Time honor my prepaid, unused session and/or unused gift card balance on any service at LifeSpa? From January 11, 2020 through April 30, 2020, Life Time will honor your unused session and/or unused gift card balance at LifeSpa. If you have any unused gift card balance, LifeSpa will honor outstanding gift card balances by applying the remaining outstanding balance as a credit towards any service or product offered by LifeSpa at any of its LifeSpa locations during this period.

Who may I call with questions?

We understand this change may prompt questions and we look forward to supporting you. Please feel free to contact Jess Baebenroth, Area Manager, at 612-695-8019 or speak with any member of our Massage Retreat & Spa/The Zone team. It is our pleasure to assist you.