



Westboro Tennis and Swim Club  
35 Chauncy Street  
Westborough, MA 01581  
www.wtsc.com  
(508) 366 1222

October 9, 2020

Dear Member,

As you know, Town Sports International, the parent company of Boston Sports Clubs, filed for Bankruptcy protection under Chapter 11 recently. Westboro Tennis and Swim Club was one of the Clubs that Boston Sports Club chose to abandon. Last week, the former operators (2004-2018) and landlord stepped in to keep an operational continuity for the Club. Due to the disorganized nature of the transition, there are a number of behind the scenes challenges occurring.

First, we are unable to use their software to perform billing transactions. We are in the process of getting our own software up and running once again, but that will likely take another 2-3 weeks. At that time, we will manually need to key in all members once again. What does this mean for you?

- For October, as previously explained on October 1 via email, your credit card was NOT billed for anything. Currently we are operating without collecting any revenue. None of the revenue collected by Boston Sports Clubs for future services is being conveyed to the new operator, but, we are honoring nearly all services/memberships paid for by members. To put this in perspective, the number is well over \$300,000 net which would never have been recoverable by members due to the bankruptcy- that we will honor.
- You were emailed a link to your former account with Boston Sports that shows your balance due for the October billing. Attached here is a copy of the invoice. Please do not pay this online.
- We ask that you please stop by and pay the invoice with cash, check, or a credit card to the front desk. You can also mail the statement with a check as well, or, we can email you an EFT form to fill out and you can scan or mail back to us.
- We will require new EFT forms to be filled out going forward over the next few weeks, to be entered into our new billing system once it is up and running. You can fill them out at the front desk at any time or request one via email.
- Our new billing system will look and perform exactly as the old billing system, once up and running, but you will need to create a new login. We will notify you when that happens. All account history will be lost in your new account, so, we would suggest if you would like your account history for any purpose (such as flexible spending accounts), that you login and print it out.

In closing, the outpouring of support through our organization has been tremendous. As members, you may not see the enormous logistical setup that had to occur with less than 24 hours notice in order to make this happen. Re-opening bank accounts, merchant processing accounts, starting up payroll service, simply getting liability insurance, making sure the internet and phones stay on, all without processing billing... would not be possible without the faith and dedication of the employees and support of the members. There may be tough times over the next few months, but we will be transparent in our efforts to provide a safe and clean environment, locally owned and operated once again. To that end, the biggest help you can give us is to practice safe behaviors – wear masks at the Club, keep socially distant, and most importantly, do not come to the Club at all if you are experiencing any symptoms or have been exposed to anyone with Covid until advised by doctor that you are clear to participate.

Thanks again for your support.

Justin Lundberg  
Westboro Tennis and Swim Club