



**Council on American-Islamic Relations**

**CAIR Maryland**

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*Meetings by Appointment Only*

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May 6, 2026

Life Time Fitness  
2902 Corporate Place  
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Via Email:

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**Re: Seeking Corrective Action Regarding Alleged Discrimination, Harassment, Threats, Retaliation, and Failure to Protect Mr. [REDACTED] at Life Time Columbia**

Dear Life Time Fitness Leadership, Employee Relations, and Human Resources:

The Maryland office of the Council on American-Islamic Relations (CAIR) writes on behalf of Mr. [REDACTED], a long-time Life Time Fitness member, regarding allegations of discrimination, harassment, hostile environment, retaliation, threats of violence, breach of confidentiality, and failure to protect member safety at the Life Time Columbia location. CAIR is America's largest Muslim civil rights and advocacy organization.

Mr. [REDACTED] reported to CAIR that he has been a member of Life Time for nearly two decades. He has described Life Time as more than a gym: a community, a second home, and a place where he and his family should be able to exercise, socialize, and feel safe. Unfortunately, the record provided to CAIR reflects a deeply troubling pattern in which Mr. [REDACTED] reportedly repeatedly raised concerns about staff and member misconduct, only for the conduct to allegedly continue, escalate, and culminate in explicit anti-Muslim and anti-Arab statements and threats of violence.

In this regard, CAIR Maryland is requesting immediate corrective action.

**Background**

According to extensive documentation and materials reviewed by CAIR, Mr. [REDACTED] began raising concerns about unprofessional, demeaning, and hostile conduct at the Columbia facility months before the most serious reported incident. On September 4, 2025, Life Time acknowledged his feedback and stated that professionalism and respect are "cornerstones" of the member experience, that his concerns would be shared with leadership, and that additional staff training would be provided to ensure interactions uphold a welcoming and professional environment.

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Mr. [REDACTED] reports that he responded by explaining that he had allegedly observed coaches and gym members engaging in gossip, negativity, body-shaming, and conduct that made members feel unwelcome. He emphasized that all members, regardless of where they come from, what they look like, or what they believe, deserve kindness and respect. He also noted that Life Time’s coaches and staff serve as role models, particularly for younger members.

Despite this early notice, the situation allegedly worsened.

On or about October 22, 2025, Mr. [REDACTED] reports that Coach Kourtney and a client allegedly mocked, pointed, giggled, and made body-shaming remarks about him while he exercised in the boxing area. When Mr. [REDACTED] moved away to continue his workout, they allegedly followed him to another area and continued the behavior. Mr. [REDACTED] states that the conduct humiliated him in front of other members and caused him to end his workout early to avoid escalation.

Mr. [REDACTED] also reported prior alleged incidents involving Coach Kourtney, including an incident in which Coach Kourtney allegedly removed weights from Mr. [REDACTED]’s bar mid-set in front of other members. He further reported that Coach Kourtney and/or others circulated negative remarks about him, including comments tied to his identity as a Muslim Arab man, and that some staff allegedly encouraged or fostered hostility toward him inside the facility.

The matter escalated further on or about November 2, 2025. According to Mr. [REDACTED], while he was in the triceps/dips area, one member allegedly stated words to the effect of: “We don’t want Muslims, Arabs, or people from the Middle East here. Go back to Africa.” Shortly afterward, another member allegedly approached him aggressively and stated words to the effect of: “Do you know who I am? We’re going to jump you here.” Mr. [REDACTED] feared for his physical safety. He reports that coaches and management were present and that the incident was immediately reported.

These allegations, if substantiated, describe not merely unprofessional behavior and interpersonal conflict, but discrimination and harassment based on religion and national origin, a hostile environment, threats of violence, and a failure by Life Time personnel to intervene despite prior notice.

CAIR Maryland is also concerned that after Mr. [REDACTED] reported the November 2 incident, Life Time suspended his membership and his family’s membership pending investigation. Mr. [REDACTED] was the reporting party. Suspending the victim and his family, particularly after repeated complaints of discrimination and threats, raises serious concerns of retaliation, victim-blaming, and chilling future complaints by other members who may fear that reporting discrimination will result in their own exclusion from the facility.

Life Time is a place of public accommodation. Members pay for access to its facilities, services, equipment, classes, and community environment. Life Time has an obligation to provide access in a manner that is safe, equitable, non-discriminatory, and free from harassment based on protected characteristics, including religion and national origin.

The allegations here raise several serious concerns:

- 1. Discrimination based on religion and national origin**

Mr. [REDACTED] reports being targeted as a Muslim Arab man who was allegedly subjected to explicitly anti-Muslim and anti-Arab remarks.

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2. **Hostile environment**

The alleged conduct was not isolated. It reportedly occurred over an extended period, involved staff and members, and led Mr. [REDACTED] to feel humiliated, unwelcome, and unsafe.

3. **Failure to act after notice**

Life Time was notified through multiple complaints and communications. Mr. [REDACTED] reports that meaningful corrective action was not taken before the conduct escalated.

4. **Failure to protect member safety**

The alleged November 2 threat to “jump” Mr. [REDACTED] should have led to protective action, not a response that treated the victim and aggressors as equally culpable.

5. **Retaliatory suspension**

Suspending Mr. [REDACTED] and his family after he reported harassment and threats appears retaliatory unless Life Time can provide a clear, documented, non-discriminatory, and non-retaliatory basis for that decision.

6. **Confidentiality concerns**

Mr. [REDACTED] reports that allegedly his private concerns were disclosed locally to other members. This raises concerns about privacy, retaliation, and the integrity of the investigation.

7. **Conflict of interest in investigation**

Because Mr. [REDACTED] alleges that certain local staff, coaches, and management personnel were part of the harassment or failed to intervene, the investigation should not be controlled by the Columbia location or anyone aligned with the accused parties.

CAIR Maryland requests that Life Time take the following actions immediately:

1. **Reinstate Mr. [REDACTED] and His Family.** Life Time should reinstate Mr. [REDACTED]'s membership and his family's membership, unless it can provide a specific written explanation identifying a legitimate, non-retaliatory safety basis for continuing any restriction. If Life Time believes safety conditions require temporary access limitations, those restrictions should be narrowly tailored, should not punish the reporting party, and should be accompanied by a written safety plan.
2. **Refund or Credit All Fees Charged During Suspension.** Life Time should refund or credit all membership dues, fees, or charges imposed during any period in which Mr. [REDACTED] or his family were denied access to the facility. Life Time's own suspension communication stated that any inaccessible days would be credited toward future dues or refunded. Life Time should confirm in writing that this has been completed.
3. **Preserve Evidence.** Life Time should preserve evidence related to this matter, including but not limited to:
  - o Surveillance footage from October 22, 2025, approximately 3:30 p.m. to 5:30 p.m., including the boxing area, pull-up machine area, Pilates room vicinity, and surrounding walkways;
  - o Surveillance footage from November 2, 2025, approximately 12:45 p.m. to 1:15 p.m., including the triceps/dips area and surrounding areas;
  - o Any footage, incident report, complaint, communication, or internal record concerning the 2024 locker room incident in which a janitorial staff member allegedly told Mr. [REDACTED], “People like you get shot”;

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- Emails, texts, Teams/Slack/internal messages, membership notes, employee notes, HR records, incident reports, security reports, camera review logs, and management communications related to Mr. [REDACTED];
- Communications involving Coach Kourtney, local management, concierge/front desk personnel, Employee Relations, HR, and Account Services concerning Mr. [REDACTED];
- Records concerning the decision to suspend Mr. [REDACTED] and his family's membership;
- Communications concerning complaints by or about Muslim, Arab, Middle Eastern, Moroccan, or visibly Muslim members at the Columbia location.

4. **Conduct an Independent Corporate-Level Investigation.** Life Time should appoint an investigator outside the Columbia location and outside the reporting chain of any accused personnel. The Columbia location should not control the investigation, interview process, access to evidence, or final conclusions.

CAIR encourages that the investigation include interviews with relevant parties including Mr. [REDACTED]; Coach Kourtney; client allegedly involved in the October 22 incident; members allegedly involved in the November 2 anti-Muslim/anti-Arab remarks and threat; coaches, managers, concierge/front desk personnel, or staff present during the relevant alleged incidents; potential eyewitnesses to the reported harassment or threats; any employees involved in the decision to suspend Mr. [REDACTED] and his family; and any personnel who allegedly accessed, discussed, or disseminated information about Mr. [REDACTED]'s complaints.

#### 5. Provide a Written Explanation for the Suspension.

CAIR is calling on Life Time to issue a written anti-retaliation directive to all relevant staff and members, prohibiting any retaliation, intimidation, exclusion, gossip, surveillance, harassment, or adverse treatment toward Mr. [REDACTED] or his family because he reported discrimination and threats. This directive should include a clear reporting mechanism and immediate consequences for violations.

If the investigation substantiates that any staff or member made anti-Muslim, anti-Arab, anti-Middle Eastern, or threatening statements, Life Time should promptly take appropriate action. A staff or member who tells another member that Muslims, Arabs, or Middle Eastern people are not wanted at the facility, or threatens that the member will be "jumped," should not be permitted to continue using the facility without corrective action.

If the investigation substantiates that any coach, trainer, manager, concierge employee, or staff member mocked, body-shamed, harassed, isolated, retaliated against, spread disparaging information about, or failed to intervene to protect Mr. [REDACTED], Life Time should take appropriate disciplinary action. This may include cultural competency training, written discipline, removal from member-facing duties, suspension, termination, or other corrective measures depending on the findings.

CAIR Maryland requests Life Time to provide to us in writing how Mr. [REDACTED] and his family can safely return to the Columbia facility if they choose to do so. Based on the nature of this complaint and the subsequent investigation, CAIR also asks Life Time to offer training for Columbia location staff, coaches, trainers, managers and front desk/concierge personnel on:

- Anti-Muslim bias and Islamophobia;
- Anti-Arab and anti-Middle Eastern discrimination;
- Religious and national-origin discrimination;
- Harassment and hostile environment prevention;
- Member safety and threat response;

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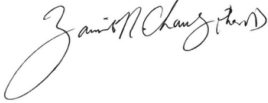
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- Confidential complaint handling;
- Respectful treatment of members with diverse body types, fitness levels, religions, ethnicities, and backgrounds.

Mr. [REDACTED] was a loyal Life Time member for eighteen years. He and his family paid to be treated with dignity and respect. Life Time's response to this matter will signal whether it takes seriously its obligations to provide a safe, inclusive, and non-discriminatory environment for all members, including Muslim, Arab and Middle Eastern members.

We respectfully request a written response within ten business days of receipt of this letter.

Sincerely,



Zainab Chaudry, Pharm.D.  
Director, CAIR Maryland  
Council on American-Islamic Relations (CAIR)

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