



# Membership & Program Change Form

## Cancellation and Refund Policies for:

- **Memberships and Passes** - Annual and 6-Month memberships are non-refundable 60 days after date of purchase. A \$50 cancellation fee plus prorated pass fee applies for cancellation within 60 days. Monthly, Weekly, Daily and Trial Passes are non-refundable.
- **Private Programs(Massage, swim, skate, personal training, golf , squash & assessments)** - Full refunds are available if cancellation occurs 24 hours prior to the first scheduled session. Failure to give 24 hours notice will result in the participant being charged the full amount of the first session. Persons who wish to cancel after the first completed session will be eligible for a 50 percent refund on the remaining balance of the sessions purchased. All private instruction sessions expire one year from date of purchase.
- **Group Classes** - Full refunds will be given to participants registered for a class that is cancelled and to those who withdraw from a class 8 or more days before the scheduled start date. Participants who withdraw within 1 week of the scheduled start date will be eligible for a 50% refund. No refund will be given to persons who withdraw from courses within 1 day of or after the scheduled start date.
- **Locker Rentals** - May only be cancelled within 7 days of purchase with a \$10 cancellation fee.

## All information below must be filled out in entirety by the Patron

Name: \_\_\_\_\_ Member ID: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Street Address: \_\_\_\_\_ Unit/Apt: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Patron's Explanation of Request: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Membership Requests

Registration Date: \_\_\_\_\_

Original Total Cost of Membership: \_\_\_\_\_

Current Membership Term: \_\_\_\_\_

And Membership Type: \_\_\_\_\_

**Paid by:**    *Cash*    *Check*    *Credit Card*

**Requesting Membership:**

*Upgrade*    *Downgrade*    *Cancellation*

**If requesting an Upgrade or Downgrade fill in below.**

Requested Membership Term: \_\_\_\_\_

And Membership Type: \_\_\_\_\_

### Program Requests

Registration Date: \_\_\_\_\_

Cost of Program or Service: \_\_\_\_\_

Current Program, Service, or Barcode: \_\_\_\_\_

\_\_\_\_\_

**Paid by:**    *Cash*    *Check*    *Credit Card*

**Requesting Program or Service:**

*Transfer*    *Cancellation*    *Refund for Service*

**If requesting a Transfer which Program or Service are you requesting?** \_\_\_\_\_

\_\_\_\_\_

Patron's Signature: \_\_\_\_\_ Today's Date: \_\_\_\_\_

\*\*\*\*By signing above, Patron agrees to pay any prorated amounts due which may incur from their request.\*\*\*\*

# Calculations below are to be filled out by a Manager

## **Membership Changes:**

\$ \_\_\_\_\_ Original Total Cost / \_\_\_\_\_ Term in Months = \$ \_\_\_\_\_ \* \_\_\_\_\_ # of Months used = \$ \_\_\_\_\_ Cost at original rate.

\$ \_\_\_\_\_ New Total Cost / \_\_\_\_\_ Term in Months = \$ \_\_\_\_\_ \* \_\_\_\_\_ # of Months to be used = \$ \_\_\_\_\_ Cost at new rate.

\$ \_\_\_\_\_ Cost at original rate + \$ \_\_\_\_\_ Cost at new rate = \$ \_\_\_\_\_ **New Total Term Cost**

From the new total term cost factor in 1) amount paid since registration date, 2) locker cost (if applicable), 3) discounts (if applicable). This will determine remaining fees due or refund owed to patron.

Membership Change Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

## **Program/Service Changes:**

Medical Reasoning (if yes attach a copy of Doctor's note):      Yes      No

Course Start Date: \_\_\_\_\_ Date of Withdrawal: \_\_\_\_\_

Total Amount of Credit on Account: \_\_\_\_\_

Transfer:      Yes      No

Barcode of new class: \_\_\_\_\_

**Calculation Notes or Programmer's reason for refund:**

Program/Service Change Authorized by: \_\_\_\_\_ Date: \_\_\_\_\_

## **Action Taken by Member Services Manager:**

Total Refund Requested by Check (RFP): \_\_\_\_\_ RFP#: \_\_\_\_\_

Total Amount Refunded to Credit Card: \_\_\_\_\_ Credit Card Type: \_\_\_\_\_

Additional Comments/Family Members to add:

Refund Processed by: \_\_\_\_\_ Date: \_\_\_\_\_