

# CANCELLATION FORM

FULL NAME

CLUB

EMAIL

MOBILE NO

☐ **CANCEL MY MEMBERSHIP**

**1. What was your original health and fitness goal when starting with Fernwood Fitness? (multiple choice)**

☐ Member Goals ☐ Weight loss ☐ Increase fitness ☐ Stress release ☐ Information not given

**2. On what level did you achieve this goal? 1 (not at all) – 5 (goal achieved)**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Information not given

**3. Could we have done more to assist you with your goals? (Multiple choice)**

☐ Better customer services ☐ Cleanliness ☐ Improve equipment and facilities ☐ Better timetable  
☐ Everything was great (club no longer convenient) ☐ Information not given

**4. What is the reason you want to stop exercising at Fernwood Fitness? (multiple choice)**

☐ Equipment & facilities ☐ Staff ☐ Cleanliness ☐ Moving ☐ Financial ☐ No time ☐ Medical  
☐ Convenience/location ☐ Information given

**5. If your circumstances change how likely would you be to re-join Fernwood again in the future?**

**1 (Never) – 5 (Absolutely)**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Information not given

**6. How likely are you to recommend Fernwood to a friend in the future?**

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ Information not given

**I would like to cancel:** ☐ Providing my required notice period; and am aware of any cancellation fees that may be applicable  
☐ At my Minimum Term Date, which is: \_\_\_\_\_ (To be completed by staff member)  
☐ In the Cooling Off Period

**Payment of Cancellation Fee:** ☐ Not Applicable (out of minimum term)  
☐ Has been paid (copy of the receipt should be attached to this form)  
☐ To be paid over \_\_\_\_\_ debits of \$ \_\_\_\_\_ (after the notice period payments have been debited)

**Last 2 debit dates:** ☐ Date Debit #1 \_\_\_\_\_ \$ \_\_\_\_\_ Date Debit #2 \_\_\_\_\_ \$ \_\_\_\_\_

**Last access date includ:** ☐ Date \_\_\_\_\_

**COOLING OFF** • You may cancel your membership during the cooling off period, which is 48 hours. • A fee will be charged for this cancellation as per your home clubs pricelist and your membership agreement. • Under the cooling off policy, your club reserves the right to take the amount due on the first contracted debit date, in the absence of payment being made by other means.

**DIRECT DEBIT MEMBERSHIPS** • From the date your Home Club receives your written request to cancel your membership, two further debits are required plus a cancellation fee if applicable. You will be entitled to use the club for the full period paid for. • All sessions and services used must be paid for in order for your membership to be finalised. These can be paid for in full or may be included as part of your cancellation fees. • If you cancel your membership within your fixed term or minimum term end date (specified on your membership agreement) you will also be required to pay an early cancellation fee which is specified on your membership agreement. Please refer to your Product Disclosure Statement and Club's Price List for full Terms and Conditions and applicable fees in relation to your request.

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Staff Signature \_\_\_\_\_ Staff Name \_\_\_\_\_