



MEMBERSHIP CANCELLATION REQUEST FORM

Note: All cancellation requests must be reviewed and approved by a clinic manager before becoming effective.

Massage Envy Cancellation Policy:

A member **may** cancel their membership any time after their initial term by giving a 30-day written notice as outlined in their Wellness Membership Agreement. As stated in the Wellness Membership Agreement, members **may not cancel their membership** during their initial term **unless** one of the following has occurred and written proof has been submitted: 1. The member permanently relocates their residence more than 25 miles away from his/her original residence and such location also puts him/her more than 25 miles away from any Massage Envy or Massage Envy Spa; or 2. A physician certifies that the member is unable to receive clinic services.

SECTION 1: TO BE COMPLETED BY MEMBER

Today's Date: 1 0 / 1 7 / 2 0 1 5 Member Name: Cole Weslee Chamberlain
Phone: 9 4 9 - 4 6 6 - 0 2 8 0 (C/W/H) Email: cole.chamberlain@gmail.com

Please take a moment to let us know how we've been doing in the following areas:

	Unsatisfactory	Poor	Fair	Good	Great
Quality of massage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Customer service from front desk staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of convenient appointment times	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness and atmosphere of clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall experience with Massage Envy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Massage Envy Franchising, LLC and it's Irvine Northpark Plaza franchisee use aggressive, deceptive and unethical sales and retention techniques. I am filing a BBB complaint and will be pursuing legal counsel if my account is not immediately terminated on the date this is received.
My BBB complaints can be found publicly at <http://bit.ly/1KhkYO8>

Reason for Cancellation: _____

SECTION 2: TO BE COMPLETED BY CLINIC

Member Since: ____/____/____

- ☐ I have spoken with member and discussed cancellation options (freezing) and procedures
- ☐ Cancellation during auto-renewal
- ☐ Cancellation during initial Wellness Membership Agreement term
- ☐ **Relocation:** New address is not within 25 miles of Massage Envy or Massage Envy Spa. Proof of address change & a copy of the Massage Envy Web page with zip code search showing no clinic in new zip code are attached.
- ☐ **Medical:** Physician's note certifying that individual is unable to receive clinic services.
- ☐ Franchisee/Manager approval of cancellation during initial term

ENTER & VERIFY IN MILLENNIUM:

Membership Cancellation Request Date: _____

Final EFT Date: _____

Membership Termination Date: _____ Number of membership massages remaining: _____

Membership Massage(s) Expiration Date: _____ (Massages expire at 12:01AM on the expiration date listed)

SECTION 3: SIGNATURES

I, Cole Chamberlain, acknowledge that the cancellation procedures and dates have been explained to me, and I understand that my account will be terminated immediately OR I will seek legal claims against Massage Envy Franchising, LLC and it's Irvine Northpark Plaza franchisee. I will either be granted full access to my unused membership massages on a non-expiring basis along with the ability to gift them to a guest OR they will be reimbursed in full OR I will uphold my filing with the BBB.

Member Signature: [Signature] Date: 1 0 / 1 7 / 2 0 1 5

Franchisee/Manager Signature Approving Cancellation: _____ Date: _____

Name of person who cancelled membership in Millennium: _____ Date Cancelled: _____

Give a signed copy of this form to the Member and place the original in the Member's file.