



## UTOPIA FITNESS MEMBERSHIP CANCELLATION REQUEST

Member Name \_\_\_\_\_ Date \_\_\_/\_\_\_/\_\_\_\_  
Phone #: \_\_\_\_\_ Email: \_\_\_\_\_  
Address: \_\_\_\_\_

Your membership agreement Requires 5 DAY WRITTEN NOTICE – filled out Membership Cancellation Request form. Cancellation Form must be mailed via USPS certified letter to the address provided below or directly handed to Utopia Fitness front desk staff member during staffed hours. Any cancellation not sent via certified letter or handed to the front desk, will not be accepted as received. No exceptions. Cancellation notice starts on the day we receive the form. Paid in full membership does not have to be canceled, it just going to expire and will be automatically cancelled. Paid in full memberships are not refundable or transferable.

You are responsible for all fees until your cancellation is effective. You will continue to be billed until your cancellation has been approved and processed. Cancellations will NOT be processed if your membership account has a balance. You will receive a text message when we process your cancellation request.

### LET US KNOW HOW WE HAVE BEEN DOING IN THE FOLLOWING AREAS TO HELP US TO IMPROVE OUR SERVICES (rate 1 – 5, where 1 as unsatisfactory and 5 in outstanding)

Front desk staff customer service	1	2	3	4	5
Cleanliness of the facility	1	2	3	4	5
Atmosphere of the facility	1	2	3	4	5
Personal training experience	1	2	3	4	5
Group Exercise class quality	1	2	3	4	5

### REASON FOR CANCELLION

- Moving
- Medical Reasons
- Lack of Time
- No Motivation
- Cannot Afford it
- Joining Other Gym
- Child Watch
- Equipment
- Staff
- Personal Training
- Group Classes
- Other: \_\_\_\_\_

Is there a way we can entice you to stay? \_\_\_\_\_

### Mail Membership Cancellation Requests Form to:

Utopia Fitness, Attn: Cancellation Department, 6497 Shallowford Rd, Lewisville, NC 27023

I, \_\_\_\_\_ acknowledge the cancellation procedures and understand that I will be charged my membership dues until my cancellation has been approved and processed. I will have member access to the gym for 20 days after my final draft date.

Member signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_