



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

### 30-Day Cancellation Request - **Mail-In**

#### **Month to Month OR Contract - Cancellation Request (\$99 Cancellation Fee or Buyout)**

Please circle correct membership status

Name (list all names/accounts): \_\_\_\_\_

Cell phone: \_\_\_\_\_

Last Four Digits of Card on File (for mail in forms only): \_\_\_\_\_

How often did you use the facilities?

\_\_\_\_\_ Once a month    \_\_\_\_\_ Once a week    \_\_\_\_\_ 2-3 times / wk    \_\_\_\_\_ 4+ times / wk

On a scale of 1-5 (5 being the highest), how do you rank your overall Texas FITT experience?

\_\_\_\_\_ Reason for rating?

What were your desired fitness, health, and/or nutritional goals?

Did you meet those goals (circle one)?    Yes    /    No

Which of the following tools and services did you use? (Circle all that apply)

- All-Access Membership
- Fitness Consultation
- Personal Training
- Group Training
- Styku 3-D Body Scanner
- Group Classes
- Kid's Club
- Listen to Your Body
- Krav Maga

**What is the main reason for canceling your membership?\***

Did you find the gym clean?    Yes    /    No

Did you find a wide range of equipment?    Yes    /    No

Did the staff provide good customer experience?    Yes    /    No

Did you find the staff knowledgeable?    Yes    /    No

Do you have any suggestions or comments to help improve Texas FITT?

**Signature on Back**



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

I hereby certify that I wish to cancel my membership with Texas FITT. I understand that my account must be in good standing in order to complete this request. I understand that I am responsible for any billing that will occur within the next 30 days OR within my agreed upon, contracted amount of time. I am also subject to any terms and fees that apply according to my management agreement. I will commit myself to maintain a healthy lifestyle.

Print Name:

\_\_\_\_\_

Signature:

\_\_\_\_\_

**Internal Use Only:**

- Management Approval \_\_\_\_\_
  - Method of contact: \_\_\_\_\_
  
- Membership Canceled / Frozen
- Recurring Services Removed
- Employee Initials
- Scanned
- Marked as "Not Interested" in system
- Stat report
- Processed by: \_\_\_\_\_ on \_\_\_\_\_