



## CANCELLATION INSTRUCTIONS

Please read the following instructions to cancel your membership with WOW! Work Out World. If you have any questions regarding your anniversary date, or any other questions or concerns, please contact our Member Services Department at [WOWFitnessClub@gmail.com](mailto:WOWFitnessClub@gmail.com).

**We cannot accept phone, fax, e-mail, or in person cancellation requests.**

**If your 12 month contract is up:**

You may cancel your membership by sending a certified letter to the gym location in which you initially joined stating your intent to cancel. Please include your name, address and phone number to verify your account with our records. You are responsible for the dues in the month in which you cancel plus the following month, during which you may use all services included in your membership.

**If you are within your 12 month contract:**

You may cancel your membership at this time if you have relocated your permanent residence 25 miles or more away from any WOW! Work Out World locations or with a doctor's note indicating you are not able to participate in a workout program due to a medical condition. Should you meet these criteria, you may cancel your membership by mailing the documentation to the club location where you initially joined via certified mail. You are responsible for the dues in the month in which you cancel plus the following month, during which you may use all services included in your membership.

## FREQUENTLY ASKED QUESTIONS

**Why do I have to pay for an additional month when I cancel?**

As stated in your original membership agreement, you are responsible for the dues in the month in which you cancel plus the following month. We work with an outside billing agency that requires 30 days for any changes to your membership to be applied. You may continue to use the club during this final month.

**Why do I need to cancel at the club where I initially joined?**

The club location where you initially joined is considered your home club. Any membership changes can only be processed at your home club as this is where your membership information is stored.

**Why do I need to send a cancellation letter certified?**

We require that you send a cancellation letter certified to prevent any delays from processing your cancellation. When you send a letter certified, you receive a receipt from the post office that the club received your letter, providing you with assurance that it was processed.

**What proof do you need that I have moved in order to process my cancellation?**

We require a piece of mail that has gone through the postal system with your name and new address on it. Examples include bills, junk mail, etc. You may also provide us with a copy of a lease or mortgage or a copy of your driver's license as proof of your relocation. A change of address with the post office is not sufficient information to cancel.

**Why was I charged for more than 12 months?**

As stated in your membership agreement, your membership continues on a month to month basis after your anniversary date. As a month to month member you may choose to cancel your membership at any time and you will be billed for the month in which you cancel plus one more month.

**Will I be billed the maintenance fee when I cancel?**

As stated in your membership agreement, if your maintenance fee is payable during a month in which you are billed for dues, you will also be billed for the maintenance fee.