

Membership Cancellation Policy

Annual Memberships

- All memberships can be cancelled with a full refund within 5 days of signing. After a cancelled contract you will receive a refund within 10 days, provided you are up to date with all fees.
- Any cancellations/refunds after 5 days must be in writing and based on a medical condition or due to relocation out of the area (25 miles+) with documentation.
- There will be a \$25 administrative fee assessed to all annual membership cancellation.
- Documentation required to cancel an annual membership requires a medical letter from a doctor or legal proof of new address.
- All annual membership costs will revert to monthly membership costs and be accrued based on the first day of membership enrollment. All monthly memberships charges will be on current rates and no discounted rates will be issued.

Example

Annual Membership Purchase
Starting Date: Feb, 7, 2018
Membership Amount = \$297
10% discount
Paid amount = \$267.30
Date Cancelled: June 21, 2018

Monthly Membership Conversion
Starting Date: Feb, 7, 2018
Membership Amount = \$26/month
no discount
Paid amount to date equivalent = \$130
Date Cancelled: June 21, 2018
Membership valid until – July 7, 2018
Administrative Service Fee = \$25
Total membership cost = \$155
Refund = \$112.30
Documentation Provided

Monthly Memberships

- Monthly memberships must be cancelled in person and/or with a minimum of 48 business office (BSO) hours (Monday-Friday, 8am-5pm) of auto-renewal to be cancelled before the next auto-draft is taken.
- There is no service fee
- Membership can be cancelled at any time.