

## Membership Cancellation/Change Request

### One Month Memberships

Kindly note that one-month memberships are non-refundable, non-transferable, and not eligible for credit. Cancellations are not permitted. Upon purchase, patrons will have access to the facility for a full month, starting from the date of purchase. This is non-negotiable.

### Auto-Renewal Memberships

1. For auto-renewing memberships, patrons may request cancellation by providing 20 days' written notice. To begin the cancellation process, the patron must complete Section A of the cancellation form, while Section B is to be completed by Reception staff. Both the patron and the Reception staff member handling the request must sign the form.
2. Once the form has received approval from the Administration and Patron Services Supervisor, the Front Desk Administrator will process the cancellation. Following confirmation of the cancellation, the patron will receive an email containing details about their last day of facility access.

#### Section A: Patron Information (To be completed by membership holder)

Name(s):	
Address:	
Phone Number:	
Email:	
DOB:	
Reason for Cancellation/Change:	
Date Submitted:	
Patron Signature:	

#### Section B: UniverusRec Information (To be completed by Reception)

Client Number:	
Date Received:	
Staff Name & Signature:	

**Section C: Confirmation of Cancellation** (To be completed by a Full-Time Front Desk Administrator)

Date of Processing	
Final Date of Access:	
Date Email Confirmation Sent:	
Full-Time Admin. Signature	