



Membership Cancellation & Freeze

Membership Cancellation

While we hate to see you go we understand that discontinuing your membership might be the right choice for you at this time. Below you will find the step by step process for discontinuing your Youfit Health Clubs membership.

- Visit your Youfit location
- Upon reaching the front desk please make them aware of your request
- Fill out the membership cancellation request form.
- Provide payment of any required cancellation or processing fees.
 - **The required notice is 10 days. Any fees due within the 10 day period must be paid in order for the cancellation to occur.**
 - **The maximum required processing fee to cancel your membership is just \$60.**
- See your membership agreement for exact agreement term details. We can provide you with a copy at the club or online at youfit.com. The terms of your agreement will always supersede the terms explained on this document.
- All fees are waived with written proof of military deployment or medical circumstances rendering you physically unable to avail yourself.
- Payment must be made at the club in order to process your cancellation. Without it, club staff is not capable of completing your cancellation.
- It may take up to 10 days to process your cancellation. We suggest giving proper notice in order to avoid additional payments becoming due.
- You will be responsible for any payments coming due during that 10 day period.
- Turn in your membership card when you are done utilizing our facilities. You will have access to Youfit for every day that you have paid for.

If you cannot visit a local Youfit location you may request a cancellation via certified mail. Simply write out your request and mail it to us with any required payments. Please retain your certified mail receipt for your records. We cannot fulfill cancellation requests sent via fax, email, or telephone.

Please reconsider us in the future when you are looking for your next health club membership.

Membership Freeze

You may request a freeze of your membership for medical purposes. We require a written note from your doctor and will freeze for up to 3 months two times per year.

There is no fee for freezing your membership. However, all freeze requests must be at least 10 days prior to next bill date to be eligible. In order to process your request you must visit a local Youfit location or submit your request in writing via certified mail. Please retain your certified mail receipt for your records. We cannot fulfill requests sent via fax, email, or telephone.



YouFit \$5 Freeze Policy

Freeze policy for any other reason aside from medical and military:

- **\$5/month freeze (up to 3 months at a time, with a max of 6 months in a calendar year)**
- **All \$5/month freeze requests must be at least 30 days prior to the next bill date to be eligible.**

Procedure:

- Visit your Youfit location
- Upon reaching the front desk please make them aware of your request
 - Fill out and sign a Request form stating that you will be going on a 1-3 month freeze at \$5/per month.
 - A signature must be obtained for this to be valid.