



**Mentor Heisley
Racquet & Fitness Club**

MEMBER CANCELLATION / FREEZE REQUEST

The following is an explanation of what Members need to properly cancel, or freeze your Mentor Heisley Racquet and Fitness Club (MHRFC) membership.

3-Business Day Cancellation

New Members who have signed a 1,3, 12, or 24-month agreement may cancel their membership within 3-business days from their joining date without penalty, or further obligation by completing the reverse side of this form.

Mature Membership (12, or 24 Month), or Month-to-Month Cancellation

These memberships may be canceled with a 30-day written notice by completing the reverse side of this document. It is the Member's responsibility to submit this request to a member of the MHRFC Management Team for a signature. Incomplete request forms will not be processed, and returned to Member for completion.

Membership Cancellation due to Relocation

Members who move their residence more than 25 miles from MHRFC, may cancel their membership with a 30-day written notice by completing the reverse side of this document. Acceptable proof of new residency is required as part of their 30-day written notice. Acceptable proof of residency includes a current copy of a lease, deed, or utility bill in the Member's name.

Cancellation for Medical Reasons

Members who have significant physical disabilities rendering them unable to use the services provided by MHRFC may cancel their memberships with a 30-day written notice by completing the reverse side of this document. A medical doctor's written order must be attached.

Upon approval of any of the above cancellations, the effective date will be on the last day of the month following the month in which the 30-day notice is received, and the Member will be charged for "Membership Dues" in the current month that MHRFC actually receives the cancellation notice, as well as the following month, pursuant to your contract requiring a 30-day written notice prior to each billing month. If the annual dues were paid in advance for the year, the Member is entitled to a pro rated refund which will be issued in the form of a check made payable to the primary Member on the account, and will be sent to that individual within 30 days after cancellation. All cancellation notifications must be sent by certified, or registered mail to the following address:

Mentor Heisley Racquet & Fitness Club
Attention: Cancellation Department
6000 Heisley Road
Mentor, Ohio 44060

Membership Reactivation

Memberships cancelled for a period of 12 months or less may be reactivated by completing a Reactivation form and are subject to the following reactivation fee schedule:

\$ 75 1 to 3-Month Cancellation Period
\$150 4 to 12-Month Cancellation Period

Any membership canceled for greater than 12 months will require a new 12, or 24-month agreement to be signed and will be subject to payment of the current initiation fee schedule.

Temporary Medical Freeze

In lieu of Cancellation for Medical Reasons, Members may request a temporary medical freeze by completing the reverse side of this document. A medical doctor's written order must be attached. The medical freeze is for a period of up to 90 days after which time the membership is automatically reactivated unless the Member requests an extension by completing a Medical Freeze Extension request and resubmit an updated medical doctor's written order. Memberships that are within the 12, or 24-month contract period; those contracts will be extended by the number of actual months frozen.

Please Complete & Sign Reverse