



## MEMBERSHIP CANCELLATION FORM

**Please Note:** *It takes approximately 30 days from the date of cancellation to stop a bank draft. Please retain a copy for you records. You must fill in members information.*

Date \_\_\_\_\_ Phone \_\_\_\_\_ Member ID# \_\_\_\_\_

Last Name \_\_\_\_\_ First Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

As a terminating member, we ask that you complete this survey as it helps us to continually look for ways to improve our facility and services. Please check all reasons that apply to your member cancellation.

- |  |  |
|--|--|
| <input type="checkbox"/> Did not use facility    | <input type="checkbox"/> Transferred to another YMCA |
| <input type="checkbox"/> Moving                  | <input type="checkbox"/> Medical Leave               |
| <input type="checkbox"/> Illness                 | <input type="checkbox"/> Seasonal membership ended   |
| <input type="checkbox"/> Personal Finances       | <input type="checkbox"/> Work/Personal schedule      |
| <input type="checkbox"/> Joined another facility | <input type="checkbox"/> Unhappy with service        |
| <input type="checkbox"/> Unhappy with facility   | <input type="checkbox"/> Change of employment        |
| <input type="checkbox"/> Unhappy with price      | <input type="checkbox"/> Other                       |
| <input type="checkbox"/> Parking difficulties    |  |

### Courtesy of staff

- Excellent
- Good
- Fair
- Poor

### Cleanliness of facility

- Excellent
- Good
- Fair
- Poor

### Quality of programs

- Excellent
- Good
- Fair
- Poor

I felt well informed about all the activities available to me at the YMCA.

YES NO

I felt well informed on how to reach my fitness goals.

YES NO

How could we provide better service our members? \_\_\_\_\_

**If you have payroll deduction for your YMCA Membership, you are responsible for contacting your payroll department to stop your deduction.**

Member Signature \_\_\_\_\_ Date \_\_\_\_\_

Staff Signature \_\_\_\_\_ Date \_\_\_\_\_ Card Collected: Y N