



KENOSHA YMCA Membership Cancellation Form

Primary/Billable Member Name: _____

Membership Number: _____

My monthly payment date is *(circle one)* the 1st of each month the 15th of each month

Today's date (date form was submitted): _____

Please read and initial the following statements:

_____ I understand that this cancellation form automatically provides the minimum 14 day notice required to cancel my membership. (If you would like to provide a longer notice than 14 days, please provide the date you'd like your membership to be cancelled: _____)

_____ I understand that my account will be billed one final time, if my payment is scheduled to occur within 14 days of the date of submission.

_____ I understand that if I do have one final payment, my membership will remain open for 30 days after this date, after which time it will be terminated.

_____ I understand that only the billable or primary member may cancel this membership, and I certify that I am the billable member on this account.

_____ I understand that although I am cancelling my membership, I will still be held accountable for any current outstanding balance on my account. This outstanding balance, and any accrued fees, must be paid before I am able to rejoin the Kenosha YMCA in the future.

_____ I understand that I will receive a confirmation email within 7 days to notify me that my membership cancellation has been processed. If I do not receive this email, I will contact Cheryl Hervat, Membership and Program Specialist at 262-654-9622 ext 203. **Please send my confirmation to the following email:** _____.

Signature: _____

Received by (Staff Name): _____

At the Kenosha YMCA, we are always looking for ways to improve your Y experience. Please answer the questions below. Thank you for your time. 😊

1. What was your reason for joining our YMCA? Check all that apply.

- To Improve Health Swimming Weights and Machines Programs for Youth
- Fitness Classes Location Affordable Rates Personal Training
- Childcare Other, please explain: _____

2. I was a member for: Less than 1 year 1-3 years 4+ years

3. What type of membership did you have? Single Adult Family Senior Youth

4. How often did you use attend the YMCA?

- Once a month or less Once a week 2-3 times a week 4-7 times per week

5. As a member, how often did you or anyone in your family enroll in YMCA programs?

- Every session Every other session Only once Never enrolled

6. What is the reason you are cancelling your membership? Check all that apply.

- Moved/Changed Jobs Lost Motivation Not Enough Time Lack of Equipment
- Poor Customer Service Facility Cleanliness Financial (Please ask about our scholarship program)
- Other, please explain: _____

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7. Please rate us!	<u>Staff Members</u>	Excellent	Good	Fair	Poor	N/A
	Friendliness	<input type="checkbox"/>				
	Helpfulness	<input type="checkbox"/>				
	Sufficient staffing	<input type="checkbox"/>				
	<u>Facilities</u>					
	Overall cleanliness	<input type="checkbox"/>				
	Security and safety	<input type="checkbox"/>				
	Adequate parking	<input type="checkbox"/>				
	<u>Equipment</u>					
	Well maintained	<input type="checkbox"/>				
	Appropriate equipment	<input type="checkbox"/>				
	Sufficient equipment	<input type="checkbox"/>				
	<u>General</u>					
	Program availability	<input type="checkbox"/>				
	Value for the money	<input type="checkbox"/>				
	Information availability	<input type="checkbox"/>				

8. Do you plan to join another fitness club in the area? No Yes, Facility Name: _____

9. Would you considering re-joining at another time? Yes No

10. Would you recommend the Kenosha YMCA to a friend, relative, co-worker? Yes No

11. Please add any additional comments or suggestions on how we can improve the Kenosha YMCA:

If you would like to be contacted to discuss your comments, please enter your information below:

Phone #

Best time to Call:

Email:

We appreciate your business and we look forward to seeing you again!

Office Use Only

Initial and Date

Date Received by Front Desk / Mail (circle one) _____
Cancellation Entered _____
Confirmation email sent to member _____
Given to membership _____
Survey data recorded _____

