



CANCELLATION INSTRUCTIONS

Please read the following instructions to cancel your membership with Tone Zone Fitness. Your anniversary date is the date that your initial membership term expires. If you have any questions regarding your Anniversary Date, or any other questions or concerns, please contact our Member Services Department at Members@TZfitness.com. We cannot accept cancellations through phone, fax, or email.

If you are after your anniversary date:

You may cancel your membership by visiting the club location where you initially joined and completing a cancellation form with our staff. If it is inconvenient for you to stop into the club, you may mail a certified letter to Tone Zone Fitness - PO BOX 1391 - Duncan, OK 73534, stating your intent to cancel your membership. Remember that all cancellations require a 30 day notice. Therefore, you are responsible for the dues from the date that you cancel and for the following 30 days during which time you may still use the services included with your membership. If you would like a copy of your membership agreement, please contact Member Services at Members@TZfitness.com.

If you are within your anniversary date:

You may cancel your membership at this time with a doctor's note indicating that you are not able to use a substantial portion of our facilities for more than 30 days due to a medical condition. Should you meet this criteria, you may cancel your membership by providing documentation to the club location where you initially joined and completing a cancellation form with our staff. If it is inconvenient for you to stop into the club, you may mail a certified letter, including documentation, to Tone Zone Fitness - PO BOX 1391 - Duncan, Ok 73534 stating your intent to cancel your membership. You are responsible for the dues from the date that you cancel and for the following 30 days during which time you may still use the services included with your membership. If you would like a copy of your membership agreement, please contact Member Services at Members@TZfitness.com.

FREQUENTLY ASKED QUESTIONS

Why do I have to pay for 30 more days when I cancel?

As stated in your original membership agreement, all cancels require a 30 day notice. We work with an outside billing agency that requires 30 days for any changes to your membership to be applied. You may continue to use the club during this final month.

Why can't I cancel over the phone?

In order for us to cancel your membership we must have written documentation of the change with your signature of approval. Also, when you come into the club to cancel, you will receive a copy of the completed cancellation form so that you have documentation of the cancellation for your records.

Why do I need to cancel at the club where I initially joined?

The club location where you initially joined is considered your home club. Any membership changes can only be processed at your home club as this is where your membership information is stored.

Why do I need to send a cancellation letter certified?

If it is not convenient for you to stop into your joining club, we require that you send a cancellation letter certified to prevent any delays from processing your cancellation. When you

send a letter certified, you will receive a confirmation in the mail that the club received the letter, providing you with the assurance that it was processed.

What proof do you need that I have moved in order to process my cancellation?

A piece of mail that has gone through the postal system with your name and new address on it. Examples include bills, junk mail, etc. You may also provide us with a copy of a lease or mortgage or a copy of your driver's license as proof of your relocation. A change of address with the post office is not sufficient information to cancel.

Why was I charged for more than 6 months?

As stated in your membership agreement, your membership continues on a month to month basis after your anniversary date. As a month to month member you may choose to cancel your membership at any time by following our cancel policy.

Will I be billed the maintenance fee when I cancel?

As stated in your membership agreement, if your maintenance fee is payable during a month in which you are billed for dues, you will also be billed for the maintenance fee.