

Catalyst Fitness Membership Processing + Cancellation Policies

NOTE - this is for Catalyst Fitness - Fort Wayne, Indiana ONLY! We are not affiliated with any other Catalyst Fitness in other states.

By purchasing a membership with Catalyst Fitness, you will be charged the corresponding membership fees associated with whichever membership contract you have agreed to join under.

If you choose to cancel this membership, you agree and understand that you must give us a minimum of a 30-day notice that you wish to cancel your membership agreement. Our membership processing and cancellation requests are handled by our processor, ABC Fitness. They are very easy to work with and will help you with this process.

- In order you cancel, you must go to your account on www.myiclubonline.com and fill out the cancel form. If you have not already created your account, you will need to register with your 10-digit agreement number that was provided to you when you signed up for your membership. Once you are logged in, click on the My Agreement Info link and then click on the Request Cancel link and fill out the form. Your 30-day notice begins once the form has been submitted. You are responsible for any payments due during the notice period.
 - o If you have an email address on file, you will receive a confirmation email once you have submitted your request.
 - o If you do not have your 10-digit agreement number, you can contact ABC Fitness to obtain it by sending them an email to: customercare@abcfitness.com or by calling them at: **888-827-9262**
- If you have anyone else on your membership such as a family add-on, they must also complete this same process with their own agreement number(s). By cancelling yours, this does not automatically cancel theirs.

No other form of cancellation will be accepted. This is a REQUEST to cancel, and your request may or may not be approved. You CANNOT cancel the contract under the following conditions:

1. You have an outstanding account balance with Catalyst Fitness. You must pay off your account balance prior to being granted a cancellation of your membership contract.
2. You have not fulfilled the terms of your contract. For example, if you agreed to a 12-month contract, you will not be able to cancel the agreement until the 12-month commitment is completed.

You are financially responsible for your membership payments, and you must notify Catalyst Fitness immediately upon any changes to your payment method that would cause your payment to improperly process. **You must keep your payment method up-to-date at all times.** We provide many ways of doing so. You can update your payment method online, in-person, via email or by certified mail. If your payment does not successfully process for any reason, you will be assessed a \$23.50 service fee on that same day that your payment tried to process. An additional \$9.50 late fee will be applied to your account after 10 days of remaining unpaid.

We make every attempt possible to notify you if your payment does not process correctly, however, it is ultimately your responsibility to ensure that you are staying current with your payments and provide us with a valid payment method. It is also your responsibility to ensure that we are always kept up to date with the best methods to contact you for any reason including a current email address and phone number.