



## **Membership No Hassle Cancellation Policy**

### **Our Commitment to Flexibility**

At Catalyst Fitness, we believe in giving our members complete flexibility with their fitness journey. Our membership agreements are designed to be clear and straightforward, with transparent cancellation processes.

### **Understanding Your Active Membership**

Important things to know about your membership:

- Your membership remains active and billable until you properly complete the cancellation process
- Simply stopping gym visits does not cancel your membership
- Cancelling your credit card, closing your bank account, or stopping payment does not cancel your membership
- You remain responsible for all payments, fees, and charges until proper cancellation is completed
- We've made cancellation easy through our online portal to help you avoid any unwanted charges

### **Understanding Your Cancellation Timeline**

When you submit your cancellation:

- A 30-day notice period begins immediately
- Any payment scheduled during this 30-day notice period will be your final payment
- You maintain full facility access for 30 days after your final payment processes
- Total access time varies depending on when you cancel relative to your billing date

### **How to Cancel Your Membership**

All cancellations must be submitted through our online portal at [www.myiclubonline.com](http://www.myiclubonline.com). No other forms of cancellation will be accepted.

#### **1. Log into your account:**

- Visit [www.myiclubonline.com](http://www.myiclubonline.com)
- First-time users: Register using your 10-digit agreement number (provided at signup)
- Need your agreement number? You can:
  - Contact our front desk during staffed hours:
    - Southwest Fort Wayne: 260-399-3863
    - Northeast Fort Wayne: 260-485-1671
  - Contact ABC Fitness at [customercare@abcfitness.com](mailto:customercare@abcfitness.com) or 888-827-9262

#### **2. Submit your cancellation:**

- Click on "My Agreement Info"
- Select "Request Cancel"
- Complete the cancellation form
- You'll receive a confirmation email if you have an email address on file

#### **3. Family Add-On Memberships**

- Each family member must complete their own separate cancellation process
- Use individual agreement numbers for each member
- Cancelling the primary membership does NOT automatically cancel add-on memberships

#### **4. Planning Your Cancellation**

To ensure a smooth cancellation process:

- Review your billing date
- Plan your cancellation timing accordingly
- Ensure your account has no outstanding balance
- Verify you've completed any commitment terms (e.g., 12-month agreement)

### **Requirements for Cancellation Approval**

Your cancellation request may not be approved if:

1. You have an outstanding balance as all balances must be paid before cancellation can be processed.
2. You haven't fulfilled your contract terms. Example: 12-month commitment must be completed before cancellation

Here are two example scenarios to help you understand the cancellation timeline:

### **Scenario 1: Cancellation Close to Payment Date**

If your monthly payment is on the 15th and you cancel on March 10th:

- March 10th: Submit cancellation → March 15th: Final payment processes → April 14th: Last day of facility access
- Total access time: approximately 35 days

### **Scenario 2: Cancellation After Previous Payment**

If your monthly payment is on the 15th and you cancel on March 16th:

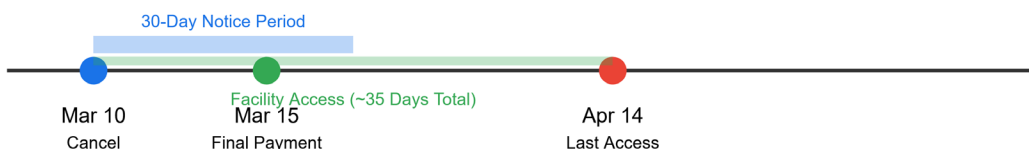
- March 15th: Regular payment processes → March 16th: Submit cancellation → April 15th: Final payment processes → May 14th: Last day of facility access
- Total access time: approximately 60 days

The exact length of your access period will depend on your billing date and when you submit your cancel request.

## **Cancellation Timeline Example Scenarios**

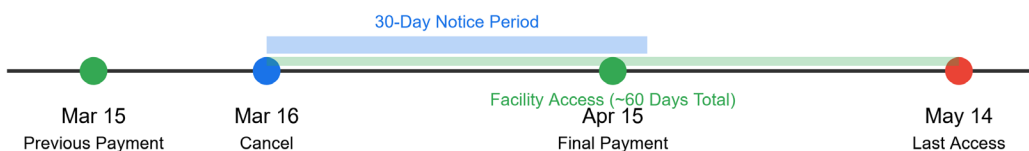
### **Scenario 1: Cancellation Close to Payment Date**

Example: Monthly payment on March 15th, Cancel on March 10th



### **Scenario 2: Cancellation After Previous Payment**

Example: Monthly payment on 15th, Cancel on March 16th



#### Key Points:

- Your next scheduled payment within the 30-day notice period will be your final payment
- Access always continues for 30 days after your final payment processes

## **Your Responsibilities**

Please remember to:

- Maintain current contact information
- Complete the proper cancellation process through the online portal
- Understand that non-use of the facility does not relieve you of your payment obligations
- Submit your cancellation request well in advance of when you want your membership to end
- If your final payment after cancellation does not process correctly (bounces) or if you file a chargeback claim on any of your membership payments after cancellation, this will result in the cancellation being voided due to non-payment and you will continue to be responsible for ongoing payments, future monthly payments, and any bounce fees and late fees associated with the non-payments.

We appreciate your membership and are committed to making this process as smooth as possible.