



Membership No Hassle Cancellation Policy

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.

Important Things To Know About Your Membership Payments:

- 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 form to help you avoid any unwanted charges.
- If you file chargeback claims or dispute membership payments with your bank, then those payments are still owed and will be subject to service fees and late fees that are automatically applied by our billing company.

When You Submit Your Cancellation Request:

- Your account will be reviewed by our billing team and we will respond within 48 hours with confirmation of cancellation or feedback on what you need to do before cancellation is approved.
- If cancellation is confirmed, then a 30-day notice period begins upon confirmation.
- Any payment scheduled during this 30-day notice period is still owed. This includes your annual maintenance fee if it falls within this 30-day window of time.
- You maintain full facility access for 30 days after your final membership payment processes.
- Total access time varies depending on when you cancel relative to your billing date.

How to Cancel Your Membership:

1. Visit the Cancellations page of our website:

www.catalyst-fitness.com/cancellation-request



2. Fill Out The Form Completely and Accurately

- We will need accurate information so we can look up the correct account as well as provide confirmation or feedback on your cancellation request.
- You will be asked to provide your Home Club Location and your Agreement Number. If you don't remember what those are, there are instructions on the cancellation request form on how to find it in the app. You can also contact our front desk during staffed hours at: Southwest Fort Wayne: 260-399-3863 | Northeast Fort Wayne: 260-485-1671

Home Club Location: Southwest Fort Wayne (Getz Road) **OR** Northeast Fort Wayne (Trier Road)

Agreement Number: _____

3. Submit Your Cancellation Request by Clicking the Submit Button

- You will see a Thank You message confirming that the form was submitted.

4. Receive Email Confirmation Back From Our Customer Service Team Within 48 Hours

- Be on the lookout for our email response. It will come from customerservice@catalyst-fitness.com
- We will respond with confirmation on the cancellation or reasons why the cancellation could not be processed. Please save your confirmation email for your records.

Important: The most common reason why a membership cancellation cannot be processed is if your account is past due or there are amounts owed. Please make sure the account is current before submitting your request.

Additional Important Information

Loss Of Benefits

Cancellation of your membership results in the loss of all membership benefits including:

- Catalyst Fitness app usage including any workout, nutrition, or progress tracking history.
- Facility usage, classes, free child watch, or any other included in-house perks.
- Any membership rates. If you are on a discounted rate compared to the rates we are currently charging, you will lose that rate if you cancel and then decide to rejoin at a later date. You will be subject to whatever rate we are offering at that time including enrollment fees and annual maintenance fees.

Have You Considered Freezing Your Membership Instead?

Freezing your membership can be a great option! This preserves your current rate and benefits while pausing payments for a short while. We allow members to freeze their membership payments 1 time per year for up to 3 months. The payments automatically resume after the freeze period ends.

- Payment freezes begin on your normal bill date and unfreeze on the normal bill date. For example, if your normal payment date is the 15th of the month, the freeze can begin on the 15th and will end on the 15th of the month it unfreezes.
- We need a minimum of 48 hours to process the freeze request so please make sure the start date of the freeze is at least 48 hours before the date you want the freeze to begin.

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. They will need to switch to a primary membership at the normal billing rate if they wish to continue their membership.

Planning Your Cancellation

To ensure a smooth cancellation process, please plan ahead by:

- Reviewing your billing date.
- Plan your cancellation timing accordingly.
- Ensure your account has no outstanding balance.

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 request to cancel on March 10th:

- March 10th: Submit cancellation request → March 11th: Cancellation approved by billing team → March 15th: Final payment processes → April 14th: Last day of facility access
- Total facility access time: approximately 35 days

Scenario 2: Cancellation After Previous Payment

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

- March 15th: Regular payment processes → March 16th: Submit cancellation request → March 17: Cancellation approved by billing team → April 15th: Final payment processes → May 14th: Last day of facility access
- Total facility 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.

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