



CANCELLATION POLICY

Please refer to your membership agreement or email MemberServices@mycardioexpress.com to see if you are within or after your anniversary date.

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 the club where you initially joined stating your intent to cancel your membership. All cancellations take 30 days to process so please note that you will be billed for one additional month during which you may use all services included with your membership. If you would like a copy of your membership agreement please contact Member Services at MemberServices@mycardioexpress.com.

If you are within anniversary date:

You may cancel your membership at this time if you have relocated your permanent residence 25 miles or more from any Cardio Express location or with a doctor's note indicating that you are not able to participate in a work out program 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 the club where you initially joined stating your intent to cancel your membership. All cancellations take 30 days to process so please note that you will be billed for one additional month during which you may use all services included with your membership. If you would like a copy of your membership agreement please contact Member Services at MemberServices@mycardioexpress.com.

FREQUENTLY ASKED QUESTIONS

Why do I have to pay for an additional month when I cancel?

As stated in your original membership agreement, you may choose to cancel your membership at any time with 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 12 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 with a 30 day notice.