Gym membership cancellation and freeze form

Record a member's request to cancel, freeze or change their membership, and how it was processed.

Notice periods, fees and freeze rules come from the member's agreement and Australian Consumer Law. Check the agreement before you confirm dates or amounts, and keep the completed form with the member's record.

Member details

Member name _____

Membership number _____

Club _____

Phone _____

Email _____

Date received _____

Request

- ☐ Cancel my membership
- ☐ Freeze or suspend
- ☐ Change membership type
- ☐ Transfer to another club
- ☐ Transfer to another person
- ☐ Other

Requested effective date _____

Freeze from _____

Freeze until _____

Reason (optional)

- ☐ Moving away
- ☐ Cost
- ☐ Injury or medical
- ☐ Not using it
- ☐ Service or facilities
- ☐ Other

Is there anything we could have done better?

_____

_____

Member declaration

I request the change above. I understand it will be processed under the terms of my membership agreement and that the club will confirm the dates and any amounts with me.

Member signature _____

Date _____

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Membership cancellation and freeze form - for office use.

For office use

Received by

Received via (in person, email, app)

Offer discussed, if any

☐ Agreement checked: notice, fees, freeze rules

☐ Outstanding amounts checked

☐ Refund or credit needed (log a refund request)

Final debit date

Access removed or paused on

Reactivation date (freeze)

Processed by / date

Confirmation sent to member (date)

Job or reference number

Office notes: what was agreed with the member, and anything to follow up

Explore the related ClubPilot workflow