MEMBERSHIP CANCELLATION POLICY

Membership Agreements that use an automatic payment plan for Weinstein Center for Recreation and Wellness are based on a one year or month to month automatic debit plan. Anyone who has been a member and has completed their term is eligible to cancel their membership. There is however reasons why a member may need to cancel prior to the completion of the original agreement.

- Medical: If upon a doctor’s written order you cannot physically receive the services because of a significant physical or medical disability for a period of time
- Moving: If you move your residence or job relocation
- Military: due to active duty
- Financial hardship

HOW TO CANCEL
The cancellation procedure that is used has been set up in order to protect our members and ensure that cancellation requests are handled properly and timely. The procedure for cancellation is as follows:

- Complete the membership cancellation form, stating the reason. This is required to cancel memberships paid through the automatic payment plan, as well as those memberships paid in full. Please keep in mind we do not pro-rate cancellations.

- In order to process your request, the cancellation form must be received in this manner:
  - ACH drafts that occur on the 1st of the month, notification of cancellations must be received by the 10th day of the month. Notices received after the 10th, will be processed the following month.
  - ACH drafts that occur on the 16th of the month, notification of cancellation must be received by the 1st day of the month. Notices received after the 1st, will be processed the following month.

- Cancellation forms should be completed as indicated above and returned/delivered to the Manager Member Services desk or emailed to: cmcmilla@richmond.edu

- The manager of member services will notify the member you once that cancellation have been processed.

- Keep in mind there may be a delay in processing this request; however if incur an additional draft after your request, we will gladly process a credit, or issue you a refund check for those additional drafts.