

ACU ACTIVE, CANCELLATION FORM

Are you sure you want to cancel?

If you only need a few weeks' break, why not submit a Membership Suspension request instead? This will save you time and hassle when you want to start again. All ACU Active facilities offer up to three (3) months FREE suspension per calendar year for Direct Debit memberships.

It is the responsibility of each member to cancel their membership. Non-attendance does not warrant a refund or cancellation. Memberships will not automatically cancel due to non-attendance. Cancellation requests can be submitted by using this form.

Cancellation Request Terms and Conditions

- You may cancel your Direct Debit Membership Agreement within seven (7) business days of signing the Membership Agreement and will incur no additional charges after the initial pro-rata payment. After this 'cooling off period', there will be no refund of the membership fee.
- You will be notified by an ACU Active staff member at your location via email once your cancellation has been processed.
- Memberships cannot be cancelled inside the minimum term of three (3) months. Should you wish to cancel your membership within this period you will be required to pay out the remaining minimum term in full, including any pro-rata periods.
- You must disclose at least seven (7) days prior to your scheduled billing date that you intend to cancel your membership, otherwise you will be required to pay the next fortnight of membership.
- You cannot transfer your membership and there are no refunds of membership fees.
- You cannot cancel your membership until all payments are up to date.
- You cannot cancel and suspend your membership simultaneously.
- A medical cancellation will be available where a member has a medical condition precluding participation in the membership for a minimum four (4) consecutive weeks. Medical conditions include prolonged illness, hospitalisation, broken bones and contagious disease. The member must submit a Cancellation Form within four (4) weeks of incurring the medical condition, and provide a supporting medical certificate.
- Cancellations will not be accepted via email or phone call.

To discuss your membership cancellation please email acuactive@acu.edu.au

ACU ACTIVE CANCELLATION FORM

APPLICANT INFORMATION

Full Name:		Facility Location:	
Date:	Student/Staff ID:	Phone:	
Address:			
City:	State:	Postcode:	
Email Address:			
I am: Student <input type="checkbox"/> Staff <input type="checkbox"/> Community <input type="checkbox"/>			
Cancellation Date:			
Reason for Cancellation:			
Additional supporting comments/evidence (please attach supporting medical certificate where applicable):			
SIGNATURES			
<input type="checkbox"/> I accept that there is a minimum three (3) month term to my membership.			
<p>Conditions</p> <p>As per your contract, a Direct Debit cannot be cancelled until a minimum three (3) months has passed. To verify your minimum term dates, please email ACU Active - acuactive@acu.edu.au. Please note, your cancellation will not be processed until the 3 months has passed.</p> <p>Authorisation</p> <input type="checkbox"/> I agree to the conditions outlined above			
Name:		Date:	
Signature:			
OFFICE USE ONLY			
Date Request Received:	Approved by:	Processed Date:	
Signature:			