
It is essential that we understand what members expect from our facility. As someone who does not intend to renew their membership, please take a couple of minutes to complete our short exit survey. Your views are invaluable to us.

1. What caused you to consider not renewing your membership?

- a. Change in role or career and no longer involved in this area
- b. Unable to actively participate
- c. Retiring
- d. Relocation
- e. Enrollment in other fitness facility
- f. Time constraints
- g. Locker availability
- h. Lack of programs offered (please specify _____)
- i. Other (please specify _____)

2. What would make you more likely to continue your membership?

- a. Offer a specific program (please specify _____)
- b. Expand the facility hours of operation
- d. Parking
- e. Locker availability
- f. Offer additional classes (please specify _____)
- g. There is nothing that would allow me to continue my membership at this time

3. On a rating of 1 – 5 (1 being poor and 5 being excellent), how would you rate WRC’s customer service?

1 2 3 4 5

4. On a rating of 1 – 5 (1 being poor and 5 being excellent), how would you rate WRC’s facility overall?

1 2 3 4 5

5. Is there anything else you would like to share with us that may help improve the facility or your experience here?

When cancelling your membership, **you must provide the WRC with a 15-day notice prior to the 1st of the month in which you would like your membership to be cancelled.** For example, if you plan to terminate your membership on Aug. 31, you need to return this form on or before Aug. 15. Please complete this form and bring it to the Member Services desk. If you do not hear back from us within 2 business days, follow up with Member Services to see if we have received your form by calling 305.348.2255.

Signature of Participant: _____ 15 Day Cancellation Date: _____