

## Relocation Request Procedure

If you are unable to use your membership because you have permanently moved 25 miles or more away from any of our fitness facilities you may cancel your membership by following the steps outlined below. Please contact our customer service department if you are unsure about the location of our other facilities. Please understand that relocation cancellations cannot be processed if the member has outstanding dues.

All relocation requests must include the following:

1. Completed Relocation Request form
2. Documentation of new address (see form for examples of acceptable documentation)
3. \$39 Administrative processing fee by check, money order, credit or debit card.

To ensure your relocation request is processed quickly and efficiently, please make sure you complete all steps and fill out all the information on the form. We highly recommend sending your form, documentation and payment via certified mail with a **Return Receipt Request**. This will allow you to track your form and give you a receipt upon delivery.

For most members, each monthly payment is the monthly due for use of the facilities in the previous month. If this is the case, you will likely have one additional payment due after your cancellation is processed. After your paperwork is received a bill will be sent by mail if there is a balance due.

Written confirmation of your completed cancellation will be mailed to your new address within 2 weeks time. If you do not receive this confirmation, please call Customer Service at 844-808-8790 to verify that we have received your paperwork.

If something is missing we won't be able to process your relocation and you will still be responsible for monthly payments, so please fill out the form and follow the procedure carefully. Please reach out to customer service if you have any questions regarding the process or documentation. We are here to help!

## Relocation Request Form

### **BAC/RAC Customer Service**

3157 Eggert Road  
Tonawanda, NY 14150  
Tel : 844- 808-8790  
Fax: 716-370-0676

In order to cancel your membership for relocation; please provide the following:

- Completed Form
- \$39.00 Administrative Fee (check, money order, credit or debit card)
- Your Membership Card
- New Address Documentation 1
- New Address Documentation 2
- Send via Certified Mail with Return Receipt Request from your ***new address***

Please provide **two** forms of documentation showing proof of your new address. Some examples of acceptable forms are listed below, but others may be accepted.

- New Signed Lease Agreement or Mortgage
- Employment Offer or Pay Stub
- Student Tuition Bill
- Utility Bill (Cable, Electric, Gas, etc.)
- Documentation of newly purchased home
- New Driver's License
- Bank Statement or Credit Card Bill

Name: \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Member ID #: \_\_\_\_\_ Date of Move: \_\_\_\_\_

New Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Do you have any monthly deductions for Personal Training? \_\_\_\_\_ Yes \_\_\_\_\_ No

Credit Card #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Exp. Date: \_\_\_\_/\_\_\_\_

\_\_\_\_\_  
*Printed Member Name*

\_\_\_\_\_  
*Signature*