

HOW TO CANCEL LIFE TIME FITNESS MEMBERSHIP:

To cancel your membership with Life Time Fitness with LIVE FOR LIFE, please follow these steps:

1. Visit our website at <https://hr.duke.edu/wellness/fitness/how-cancel> and log-in with your NetID and password to access your account.
2. Once you're logged in, make sure that the gym selected at the top is the Life Time Fitness membership you're looking to cancel, then click the "Cancel Membership" button.
3. You'll be prompted to tell us "why" you cancelled, and submit the form.
4. An email confirmation will be sent to the email address associated with your Duke Fitness Club account. This email will also let you know when your payments from Duke will stop, and the last date you can use the facility with this membership.

Wait! There's more!

You must also submit a written "30-day notice" statement to a Life Time Fitness Club either in-person or Certified Mail stating that you are no longer wanting your membership. **This notice is required**, or your Life Time account will remain active with Life Time Fitness directly, and your credit card will be charged. Please make sure that the last date you include in the statement matches the "end date" you received on your cancellation email from LIVE FOR LIFE.

LIVE FOR LIFE and/or Duke are not responsible for failure to submit this notice. Email notices are not accepted.

For any additional questions, please email us at
DukeFitClubSupport@dm.duke.edu

LIVE FOR LIFE Membership Termination Policy:

Upon termination of employment or inability to provide membership dues, LIVE FOR LIFE reserves the right to end a membership contract with or without notice. While we make our best effort to notify customers, terminations, leave of absence and other status changes sometimes nullifies email addresses and phone numbers. Please note that while we will end your Duke HR Contract with Life Time Fitness, we are not responsible for ending the agreement you hold directly with Life Time Fitness. We hope you are enjoying your membership and choose to continue your relationship outside of the Duke benefit.

If you have any questions, please call our office at (919) 684-3136, option 1 or email DukeFitClubSupport@duke.edu

Here's a sample text to help you:

Your Name

Address

City, State, Zip Code

Date

Life Time Fitness

Notice of Membership Cancellation

Dear Life Time Fitness,

This letter constitutes my written 30-day notice that I no longer wish to remain a member of Life Time Fitness.

Please remove me (and list members, if you aren't the only member) from any binding membership and payments effective [last day of the month, reference your cancellation email].

I can be reached at (phone number) should you have any questions or concerns.

Sincerely,

Your Name & Signature