

FOR OFFICIAL USE ONLY

PASS MODIFICATION GUIDELINES

IMPORTANT INFORMATION

HOUSEHOLD ID

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HOLDS / EXTENSIONS:

- All requests for extensions must be submitted, in writing, on a pass modification form.
 - **Requests for vacation extensions must be for 4 weeks/30 days or longer** and must be submitted prior to the vacation.
 - Once the request is received, your pass will be suspended.
 - **Requests for medical extensions must be for 4 weeks/30 days or longer** and can be submitted before or after the illness.
 - All membership extensions over 4 weeks will be rounded to the nearest week, extensions will not be figured to the day.
 - Upon your return, you will be required to submit another form requesting reactivation of your pass.
 - When a pass extension is requested for one member of a family or couple membership, the extension will be equally divided among all members. All family and couple members must maintain the same expiration dates.
- **Ex:** John and Joan Smith have a couple membership. John asks for a 2-month extension, for himself, due to an illness. The extension would be to both John and Joan's membership, 1-month or half of the time each.
- **Vacation/Medical Hold extensions cannot equal more than 12 months per member.**
 - 1-month, 100-Day, and 3-month passes are not eligible for medical or vacation extensions.

TRANSFERS:

- All requests for pass type transfers must be submitted, in writing, on a pass modification form.
 - When calculating membership type transfers, any visit recorded in a calendar month will count as a full month's usage
- **Ex:** If you visit the gym on June 2, you would be billed for the entire month of June.
- **Pass transfers between individuals is not allowed.**
 - When adding members, a waiver must be signed by all new members (or their guardian) before being allowed to workout.

Annual pass – paid in full

If you request a membership type transfer on a yearly membership, your current membership will be pro-rated and a refund issued for the unused portion within four (4) business days. Membership Services staff will issue a new membership beginning that business day and a new expiration date will be established.

If you choose another yearly membership the new membership fee will be due in full at the time of transfer. If a refund is due it will be processed according to the Wilmette Park District refund policy. Initiation fees do not need to be resubmitted. There are no refunds for initiation fees.

Annual pass – paid monthly

If you request a membership type transfer for a pass that is billed monthly, your current membership will be canceled and a new pass will be issued. You will be billed the new fee on the next scheduled bill date. A new EFT form must be submitted at the time of the membership type transfer. Initiation fees do not need to be resubmitted.

No refunds will be issued on a monthly auto-debit pass.

CANCELLATIONS:

- CFC memberships may be cancelled at any time. If you would like to request that your monthly EFT deductions be stopped or a prorated refund processed (*for paid in full passes only*), you may do so by completing a ***Pass Modification Form*** at the Member Services counter. **All requests will be processed effective the date of notification, not the date of last visit.**
 - There will be no refunds issued for unused months which were previously billed. The current month will be billed if the facility was utilized at all during that month. Monthly EFT deductions are processed the 1st of every month for the previous month.
- **Ex:** Membership dues payment for the month of October is charged on November 1st(or the next business day, after the 1st).
- There is a 2 month minimum charge for cancelled monthly annual memberships. Refunds will not be honored for expired passes.

SIGNATURE ON PAGE ONE DENOTES YOU READ AND UNDERSTAND PASS MODIFICATION GUIDELINES