Dear Member,

Please note following changes in the University Health Club billing and collection policies and procedures effective October 1, 2010:

- All billing will be processed and posted on the first (1) day of each month.

- Each family member must be listed on the primary member’s account and provide proof of residing within the primary member’s designated residence. All family members will be billed on the primary member’s account, including payroll deduction.

- A $25.00 late/insufficient funds fee will be charged for all un-paid accounts monthly. New and updated billing, address and telephone information is the responsibility of the member, and not the responsibility of the University Health Club to notify the member of expired/declined credit cards and EFT returns. All overdue accounts, including cancelled accounts, will be charged $25.00 late fee each month until the account is paid in full or arrangements are made for payment.

- If an account is overdue more than two months in a six month period, the member will be required to pay six months of membership dues in advance or terminate their membership. Early cancellation fee of $125.00 will apply.

- A member is required to provide a written notification if he/she intends to cancel or change the category of the status of his/her membership. If cancelling, the applicable cancellation fee will apply. Members cancelling during a month will be responsible for dues for the current month. For example, cancelling on the 5th day of May, payment of the membership fee for May is required.

- A member is no longer permitted to place their account on hold.

Thank you for your attention to these new details regarding your University Health Club membership. We look forward to serving you for many enjoyable years to come.