

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. Two current forms of documentation of new address (see form for acceptable documentation examples)
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** to the address listed below. This will allow you to track your form and give you a receipt upon delivery.

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.

BAC/RAC Customer Service
3157 Eggert Road
Tonawanda, NY 14150

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 Keytag or Membership Card
- New Address Documentation 1
- New Address Documentation 2
- Send via Certified Mail with Return Receipt Request from your ***New Address*** to:

BAC/RAC Customer Service
3157 Eggert Road
Tonawanda, NY 14150

Please provide **two** current 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