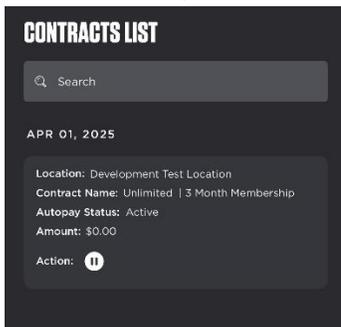


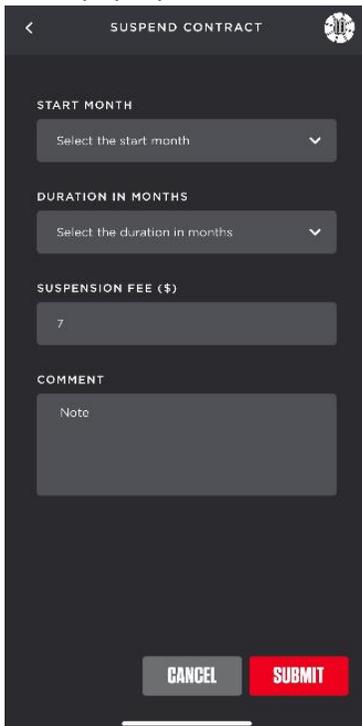
Cancellation and Suspension Consumer Workflow

Suspension Workflow

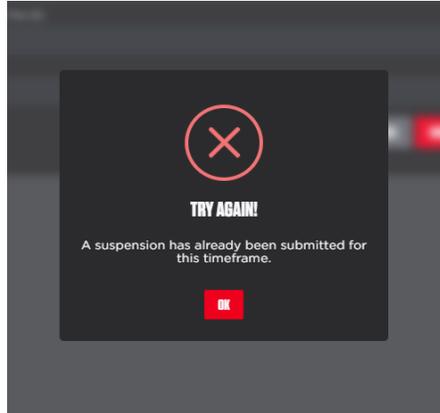
1. Log into the mobile app
2. Click on the basketball icon in the top right corner
3. Select Contracts
4. Next to Action, click the Pause icon



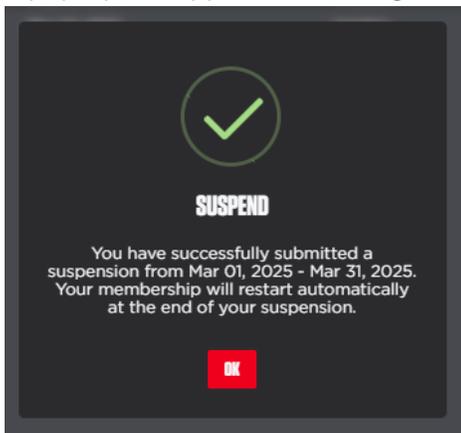
- a. Note: If a client has already submitted or completed 3 months of suspension in a calendar year, they will not see this Pause button anymore until the beginning of the following year
5. In the pop-up, select the start month of the suspension



- a. Note: If there are no remaining autopays for the selected contract, the client will receive an error message. They need to select the upcoming contract instead and apply the suspension to that contract
- b. Note: If a client tries to submit an overlapping suspension, they will receive an error message



6. Select the duration (number of months)
 - a. Note: If a client has already submitted another suspension for one month, they will only have the option to suspend for another 2 months per the 3-month maximum suspension limit
7. Enter a note for the suspension and click Submit
8. A pop-up will appear confirming the dates of the suspension. Click Ok after reading



9. A text message will be sent as well with the same date confirmation



10. An email will be sent as well with the same date confirmation and a reminder that their membership will restart automatically at the end of the suspension



Hi Session Suspension,

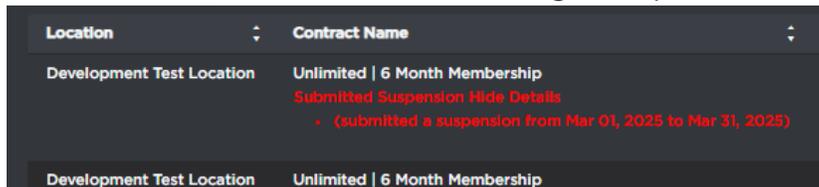
Your Contract:

Unlimited | 6 Month Membership

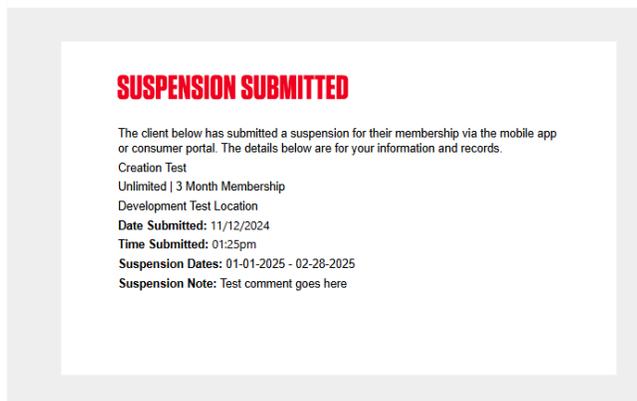
You have successfully submitted a suspension from Mar 01, 2025 - Mar 31, 2025. Your membership will restart automatically at the end of your suspension.

Please contact us if you have any questions

11. On the contract, there will be a note showing all suspension dates

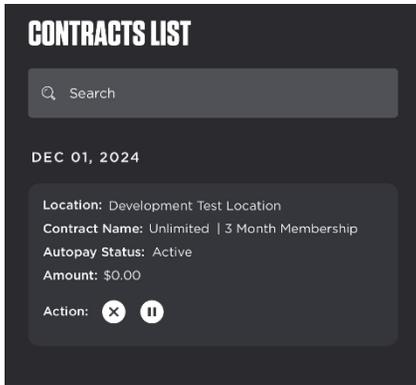


12. If configured in the admin portal Suspension Email Notification field, the facility will receive a notification of the client's suspension

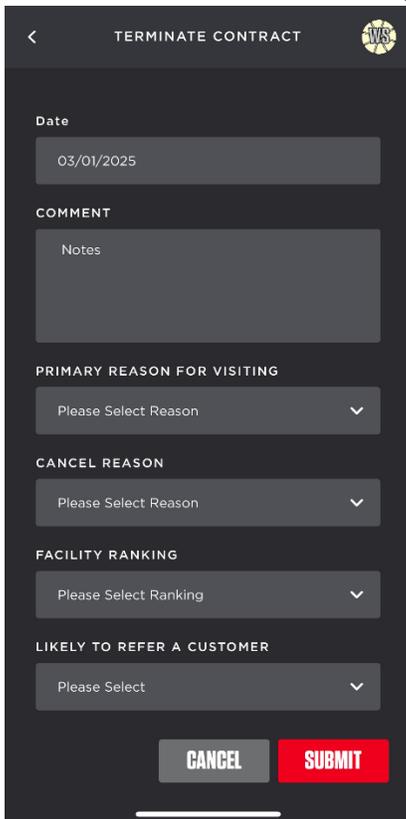


Cancellation Workflow

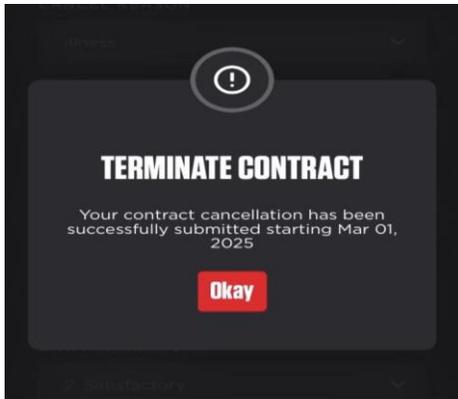
1. Log into the mobile app
2. Click on the basketball icon in the top right corner
3. Select Contracts
4. Next to Action, click the Cancel icon



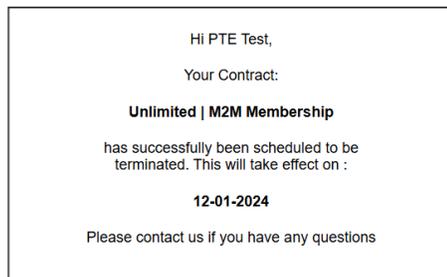
- a. Note: If a client has not completed their first contract term or is not within the last 30 days of their first contract term, they will not see this button
 - b. Note: After completing their first contract term, clients will see this button at all times on future contracts
 - c. Note: If the client sees multiple contracts (current and auto-renewing), they can cancel either contract and the upcoming contract and all future autopays will be removed
5. In the pop-up, the date field is pre-selected to the 1st of the upcoming month. Enter the notes and all cancellation survey fields. Then click Submit



6. A pop-up will appear confirming the date of the cancellation. Click Okay after reading



7. An email will be sent as well with the date confirmation



8. If configured in the admin portal Cancellation Email Notification field, the facility will receive a notification of the client's cancellation

