

## **How to Cancel Your Membership or Drop a Class**

**Dear Parents or Guardians,**

We understand that circumstances change and sometimes it may be necessary to consider canceling your membership or drop a class. Before making this decision, we encourage you to review the following information and consider the options available to you and your child.

### **Reasons to Consider Before Dropping:**

1. **Temporary Setbacks:**
  - Sometimes a rough patch in class is just a temporary setback. Speak with the instructor to see if additional support can be provided.
2. **Schedule Conflicts:**
  - If scheduling is an issue, we may be able to offer a different class time that fits your new schedule.
3. **Interest Levels:**
  - If your child has lost interest, consider discussing ways to reignite their passion or explore other classes we offer.

### **Alternatives to Dropping:**

1. **Class Transfer:**
  - We offer a variety of classes. If this particular class isn't the right fit, your child might enjoy another one.
2. **Temporary Leave:**
  - If your child needs a short break, consider taking a temporary leave rather than completely dropping the class.
3. **FAB15's and Private Lessons:**
  - FAB15's & Private lessons can provide personalized attention to help your child catch up or overcome specific challenges.

### **IMPORTANT NOTES:**

Dropping classes or memberships can only be done through the Parent Portal by the parent. Office personnel cannot drop students. Please follow the instructions below.

**DROPPING MUST BE DONE ON/BEFORE the 10th of the month prior to when you are dropping (example: you are not returning in July, June 10th would be the last day to drop or you will be charged for July classes)**

Thank you for taking the time to consider these options. If you have any questions or need further assistance, please do not hesitate to contact us.

**Instructions for dropping your class are located on the back.**

## Steps to Drop a Class:



The customer portal is located on our website: [www.gymkix.com](http://www.gymkix.com) (or scan QR Code)

If you have questions or need additional assistance please email [trixie@gymkix.com](mailto:trixie@gymkix.com)

### 1. Log in to Your Account:

- After logging into your account, click the **MY ACCOUNT** link in the toolbar at the top of the screen.

### 2. Access Enrollments:

- Click the **Enrollments** icon under the student for whom you wish to submit a drop request.
- **Mobile App:** Select **ACCOUNT** from the navigation toolbar at the bottom of the screen, select the student for whom you wish to create a drop request, then click **Enrollments**.

### 3. Select the Class to Drop:

- This will bring up a list of all current enrollments for the student.

### 4. Submit Drop Request:

- Click the **DROP ENROLLMENT** button next to the class you wish to drop to bring up the "Drop Enrollment Request" window.
  
- Enter the preferred **DROP DATE** along with any **NOTES** explaining why you are requesting to drop the enrollment.

### 5. Submit or Cancel Request:

- Click **Yes, please drop!** to submit the drop request, or **Cancel** to close the window without submitting the request.