



We're sorry to see you go!

We hope to see you again in the future. If you're too busy to come in or you are moving away you might want to look at our online workouts, especially designed for use at home or on the go, pay once for unlimited use – see pilates.co.nz for details.

All you need to do if you want to cancel is give us 4 weeks' notice. Once we are in receipt of the Cancellation Form we will action your request 4 weeks from that date.

Name:

Email:

Date of Notification:

Type of Membership:

Reason for Cancellation:

(We'd love some honest and anonymous feedback – see page 2).

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Signed:

For Office Use	Membership Number:	
	Date Received:	
	Date of last payment:	
	Date of Confirmation Email Sent:	

CUSTOMER FEEDBACK

As a thank you for feedback we'll give you a free online workout... just ask at reception once you've completed this form. Comments must be included to receive the online workout. Thank you!

We hope you've enjoyed your time with us. We genuinely want to do the best for our clients and would love it if you could help us with some honest feedback. It's completely anonymous and all feedback is gratefully received.

Could you please rate us out of 10 in the following areas and ensure comments are completed:

	Rating out of 10	Comments
Were the classes challenging enough?		
Did the workouts vary enough?		
Were the classes taught to a high standard?		
Did you achieve your goals?		
Were our trainers and staff friendly, helpful and knowledgeable?		
Was it easy to find the information you needed on class types, memberships and timetables?		
Did one of the Suna team talk with you about what classes would suit you best to help you reach your goals, and how we can make Suna work for you?		
How do you rate the studio environment?		
Do you have any other comments or suggestions, what you loved, what you didn't love about Suna?		