



Radojunkie Membership Cancellation Policy

Introduction

At Radojunkie, we strive to provide our members with the best martial arts training experience. We understand, however, that circumstances can change, leading members to cancel their membership. This policy outlines the procedure for membership cancellation to ensure a smooth and transparent process for our members.

Notice Period

Members wishing to cancel their membership must provide a **minimum of 30 days'** notice. This notice period is essential for administrative purposes and allows us to offer the vacated spot to individuals on our waiting list.

Method of Cancellation

- **In Writing:** Cancellation requests must be submitted in writing to ensure they are properly recorded and processed. Members can cancel their membership by:
 - **Email:** Sending a cancellation request to contact@radojunkie.com. Please include your full name, membership number (if applicable), and the reason for cancellation in your email.
 - **Online Form:** Completing the online cancellation form available on our website. The form will require similar details to those mentioned for the email process.

Reason for Cancellation

While not mandatory, we kindly ask members to provide a reason for their cancellation. This feedback is invaluable to us as it helps identify areas for improvement and enhance the experience for our remaining and future members.

Processing of Cancellation

Upon receipt of the cancellation request, Radojunkie will:

- Acknowledge receipt of the request within 5 working days.
- Confirm the cancellation and the final date of membership within 10 working days.
- Cease any scheduled payments following the end of the notice period.

Refunds

Membership fees are payable monthly in advance and are non-refundable, except in exceptional circumstances at the discretion of Radojunkie management. Should a member choose to cancel their membership mid-month, they will retain access to our facilities and classes until the end of the notice period.

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RADOJUNKIE

Amendments to Membership

Members who wish to amend rather than cancel their membership, such as changing their class type or frequency, are encouraged to contact us directly. We will make every effort to accommodate such requests, subject to availability and any necessary adjustments in membership fees.

Contact Information

For any inquiries regarding this cancellation policy or to initiate a cancellation, please contact us:

- Email: contact@radojunkie.com

This policy is intended to ensure that the process of membership cancellation is clear and straightforward for our members. Radojunkie is committed to providing a positive and enriching martial arts training experience, and we welcome feedback on how we can improve our services.