



## Cancellation Policies

We're sorry to lose you as a Member!

Did you know that you can freeze your Membership for up to 3 months (once per every 12 months) if you are going out of the country or have a medical issue? We must receive written notice by the 15<sup>th</sup> of the previous month in order to go in effect for the next month. Contact our Membership Coordinator at [membership@samena.com](mailto:membership@samena.com) for more information.

### Membership Cancellation Request

Thank you for your time as a Member, and please let us know if there is anything we can do to keep you! To cancel your membership, please deliver (certified mail, fax, email, or in-person) the completed and signed Notice to Terminate Membership form at least 30 days before the 1<sup>st</sup> of the month you wish to terminate (i.e. to stop your membership from being charged for the month of February, turn it in by January 1<sup>st</sup>). If you are still within your initial 12-month commitment, the membership will terminate once that is fulfilled. If you have prepaid Annual Dues, the membership will terminate once that is completed. You can download the form here ([Notice to Terminate Membership](#)) or pick one up at our Front Desk. Please confirm that we have received the form by contacting our Membership Coordinator, at [membership@samena.com](mailto:membership@samena.com) or 425-746-1160, ext. 113.

Upon cancellation, you will still be responsible to pay any outstanding balances due and the final month's dues. If you are set up for auto-withdrawal, the credit card or bank draft will continue as normal until the month of termination.

If you have signed up for any Samena programs, classes, or services that will take place after your Membership termination, you will be responsible for the difference in price for Members to Non-Members.

Please call 425-746-1160, ext. 113 or email [membership@samena.com](mailto:membership@samena.com) to reach our Membership Coordinator for questions or further details.

### General Program Cancellation Policies

When cancelling a Samena program, class, or service, 72-hour notice prior to the start time is required. You may receive a Samena credit for the amount paid, minus a \$25 administration fee. Refunds only considered for medical emergencies; doctor's note required. Waiver of the administration fee is at the discretion of the specific program's department head.

The following programs have alternate cancellation policies:

- Preschool
- Before & After School Care
- Summer Day Camps
- Swim Team

*Please refer to the cancellation policies for these specific programs that were agreed to upon registration.*