East Gippsland Shire Council

273 Main Street (PO Box 1618)
Bairnsdale VIC 3875
Website www.eastgippsland.vic.gov.au
Email feedback@egipps.vic.gov.au
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Telephone: (03) 5153 9500
Fax: (03) 5153 9576
National Relay Service : 133 677
ABN: 81 957 967 765

Recreation Centre Membership Cancellation or Suspension

There are some hard words in this form. The hard words are in blue. You can read what they mean on page 2.

Personal Details

First name:		
Surname:		
Postal address:		
		Postcode
Phone number: Home:	Work:	Mobile:
Email address:		Fax:
Membership number:		

Cancellation or Suspension of membership (please complete the following section)

There are some rules for membership suspensions, please read them before completing this section.

- You must request the cancellation or suspension in writing 3 days before your next direct debit.
- Cancellation or suspension must be applied for 3 days before the next direct debit starts. Cancellations or suspensions will not be back dated.
- Suspensions must be at minimum of 5 days.
- Your membership and all costs will resume on the suspension end date stated below. If you need a longer suspension you must apply again.

☐ Bairnsdale Aquatic and Recreation Centre ☐ Lakes Entrance Aquadome

Suspension start date: _____/_____/_____
Suspension end date: _____/_____/_____
Have you suspended your membership before? ☐ Yes ☐ No

Cancellation of membership

I, _____ wish to cancel my membership as of,

date _____/_____/_____.

I understand written notification is required 5 days prior to my next direct debit date.

Reason for cancellation: ☐ Financial ☐ Time ☐ Motivation ☐ Travelling

☐ Moving ☐ Medical ☐ Other: _____

Privacy Statement
The East Gippsland Shire Council asks for details about you to collect rates, approve permits and licences, and run a range of community services. The information you give to us on this form is used only for the reasons set out in the form and is not given to anybody else. Sometimes we may supply details about you to someone else, but only if we are allowed by law, or to protect someone or property.
When information is given out, Council will always try to make sure your privacy is protected in line with the *Privacy and Data Protection Act* 2014. You may ask for more information about Council's Privacy Policy by contacting our Information Privacy Officer on 03 5153 9500 or e-mail feedback@egipps.vic.gov.au

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I understand and accept the changes to my membership.

Signature:	
Name:	Date: _____/_____/_____

Exit survey filled out: ☐ Yes ☐ No

If no give reason:_____

_____

Customer Satisfaction Survey

How would you rate the customer service?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
How would you rate the gym facilities?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
How would you rate the pool facilities?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
How would you rate the accessibility?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7
How would you rate the cost?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5	☐ 6	☐ 7

Any ideas or suggestions for improvement?_____

_____

_____

_____

_____

Hard Words

Direct Debit: A direct debit is when someone takes money from your bank account with your permission.

Minimum: The least amount of time.

Accessibility: The quality of being easily reached, entered, or used by people who have a disability.

Office Use Only:

Received by: _____ Centre Name: _____ Date Received: _____/_____/_____

Details Updated: ☐ Yes ☐ No Date Updated: _____/_____/_____ Updated By: _____

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