Membership cancellation procedure

SOP TEMPLATE

Check this template against your local regulations and your own policies before you use it.

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To cancel memberships correctly and fairly, in line with the membership agreement and consumer law.

Scope

Every request to cancel, freeze or change a membership, in person, by email or in the app.

Responsibilities

Role	Responsibility
Front desk	Takes the request, offers options and starts the cancellation.
Manager	Handles disputes, refunds and hardship cases.

Procedure

1. **Take the request**

   Accept cancellations in every way your agreement allows, and record the date.

2. **Ask why and offer options**

   Ask the reason, and offer a freeze or cheaper plan if it fits. Accept a no at once.

   > **Caution:** Don't pressure members or make cancelling harder than joining. Many consumer laws forbid it.

3. **Apply the notice period**

   Tell the member their last payment and last day, as the agreement sets out.

4. **Stop billing**

   Set the end date in the billing system so no payment is taken after it.

5. **Confirm in writing**

   Email the member the cancellation, the last payment and the last day.

6. **Close the account**

   On the last day, deactivate their card or app access.

Records

- The cancellation request and the confirmation sent.
- The reasons given, reviewed each month.

Related documents

- Complaint handling procedure

Revision history

Version	Date	What changed	Approved by