

HOW TO TERMINATE YOUR AGREEMENT

PLEASE NOTE

- Terminations are immediate and any remaining (un-reserved) sessions will be forfeited at the time of termination.
- It is your responsibility to ensure your Agreement has been terminated.
 - Terminations cannot be done through the App.

1

STEP 1: RESERVE YOUR REMAINING SESSIONS

On the Sydney Pole App reserve (book in) all remaining available sessions (classes) from your current Attendance Level.
Doing this ensures you get to attend the classes you've paid for.



2

STEP 2: LOG IN VIA THE SYDNEY POLE WEBSITE

Logging in via the website (not the App) gives you full access to your account settings. You can do this on a computer, tablet, or mobile phone.

Go to sydneypole.com and select MY SYDNEYPELE in the top right hand corner. Then click on NSW or QLD SETTINGS and sign in using the same email and password that you use for the App.



3

STEP 3: TERMINATE YOUR CURRENT ATTENDANCE LEVEL

Click [YOUR ACCOUNT](#) and select [Allocations & Contracts](#)
Scroll down to [Member Packages](#).

Here you will find your 'Member Package | Level x'.

Click on the word Terminate

(text will change from [green](#) to [red](#) once termination is complete)



Done. We'll miss you!

NEED HELP?

If you have any issues with these steps please contact us by emailing info@sydneypole.com.

You can also text us anytime on 0448 083 283 or call during office hours (Monday - Friday, 10am-5pm)