

# SYDNEY POLE

## MEMBER PACKAGES

# 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 (un-booked classes) from your current Access Level.

Doing this ensures you can still attend the classes you've paid for. If you don't reserve your remaining sessions they will disappear when you terminate your contract.



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 any device!

Go to [sydneypole.com](https://sydneypole.com)

Select MY SYDNEYPOLE in the top right hand corner.

Click on NSW SETTINGS or QLD SETTINGS.

Sign in using the same email and password that you signed up with and use for the App.



3

### STEP 3: TERMINATE YOUR CURRENT ACCESS LEVEL

Click **YOUR ACCOUNT** in the horizontal menu and then select **Allocations & Contracts**.

Scroll down to **Member Packages**.

Here you will find your '**Access Level x | Member Package**'

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](mailto:info@sydneypole.com).

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