



Mandel JCC, Palm Beach Gardens Membership Cancellation & Survey

We are sorry you have chosen to discontinue your membership at the Mandel JCC, Palm Beach Gardens. Your membership was greatly appreciated and your opinion is very valuable to us. We request your help by completing the brief survey below which will help us to understand how we can better serve our membership. We hope one day you will choose to rejoin the JCC. Again, thank you for your patronage.

MEMBERSHIP CANCELLATION FORM			
FIRST NAME		LAST NAME	
PHONE		EMAIL	
ADDRESS		CITY	ZIP

CANCELLATION OF SERVICES

Thank you for your membership with the Mandel Jewish Community Center Palm Beach Gardens. This form represents written notification of your intent to discontinue the electronic funds transfer of your monthly membership fees to the Mandel JCC, Palm Beach Gardens. Written notification must be provided thirty (30) days prior to your renewal date. All correspondence should be hand delivered, faxed or mailed to: Mandel Jewish Community Center, 5221 Hood Road, Palm Beach Gardens, FL 33418. Please note that terminations/changes may take up to 30 business days to take effect. By signing this cancellation form you understand that your membership will be withdrawn on the date indicated and that no additional fees will be presented to your account for payment. Should you choose to end your membership prior to your scheduled renewal date, no pro-rated membership fees will be refunded to your account.

Signature: _____ Date: _____

Membership Survey

Please take a few minutes to complete the brief exit interview survey:

1. How long have you been a member of the Mandel JCC, Palm Beach Gardens?

- 1 month or less
 3 months or less
 6 months or less
 1 year or less
 1 – 2 years
 3 – 5 years
 5+ years
 10+ years

2. What are your reasons for discontinuing your membership? (Check all that apply)

- Hours of operation
 Too busy to use
 Medical/Illness
 Financial
 Programs offered
 Lack of amenities
 Moving/Moved
 Children aged out of programs
 Customer service
 Cleanliness
 Temporary travel
 Joined another facility
 If joined another facility - which one? _____
 Other: Please specify: _____

3. Please rank the following aspects of the Mandel JCC, Palm Beach Gardens:

(1 being not satisfied and 5 being very satisfied)

Friendliness of staff	1	2	3	4	5	N/A
Quality of programs	1	2	3	4	5	N/A
Overall facility	1	2	3	4	5	N/A
Fitness equipment	1	2	3	4	5	N/A
Value of membership	1	2	3	4	5	N/A
Facility cleanliness	1	2	3	4	5	N/A

4. How likely is it that you would recommend the Mandel JCC, Palm Beach Gardens to a friend?

(Not likely to recommend) 1 2 3 4 5 6 7 8 9 10 (Very likely to recommend)

INTERNAL USE ONLY Staff Accepting Form: _____ Cancelled By: _____ Date Cancelled: ___/___/___
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