

# Steps of a Membership Cancellation

Effective July 14, 2025 – All Locations Must Comply

## Acknowledge & Verify

*"Absolutely, I can help you with that. I'm sorry to hear you're thinking of canceling – was there anything about your experience you'd like to share?"*

*(If they enjoyed time as member:)*

*"Let me first confirm a few details—can I please verify your full name and phone number? I'll also check to ensure this membership was originally purchased at our location."*

### Behind the Scenes

- Look up the member in Zenoti.
- Confirm name, phone number, and membership details.
- Identify if they enrolled at your location.

### If Enrolled Elsewhere

*"I see your membership was set up at another Hand & Stone. Since locations are independently owned, cancellations must be handled by the original spa. I'll share their contact information with you."*

## Notify the Manager

*"Thank you, I'll get our manager to assist you with this."*

*(If manager unavailable:)*

*"Our Spa Manager handles cancellations and is unavailable at the moment. Is this the best phone number to reach you? They'll be in touch within 24–48 hours."*

## Manager Introduction

*"Hi [Member Name] – my name is [Your Name]. I understand you're looking to make some changes to your membership."*

*"I'm sorry to hear you're thinking of canceling. If you're just looking for a break, we do offer a Membership Pause Option. It lets you pause payments for a few months while keeping all your existing credits. Would you like to consider that instead?"*

### Offer the Pause Option

- Introduce yourself by name and role.
- Clearly explain that Membership Pause keeps credits active.
- Keep the tone positive.

### Confirm Details

- Double-check correct email is on file.
- Ensure cancellation is processed to trigger confirmation email.

## Confirm & Review Remaining Credits

*"Before we continue, I want to make sure you're aware that canceling will remove your access to member pricing and your rewards points will expire immediately."*

*"You'll still have 90 days to use any remaining credits, and you'll receive a confirmation email within 24 hours. May I confirm your email address?"*

## Offer to Book Before They Leave

*"Would you like to schedule one of those sessions now?"*

*"Thank you again for being a member. We've truly appreciated your business."*

### Before You Move On...

- If member declines to book, remind them about booking through the app.
- End with a genuine thank you in your own words.