

Phoenix Fitness
1015 Golflinks Road
Ancaster, Ontario
L9K 1L6

December 2nd, 2003

Dear Murray & Rita:

As of March 1st, 2004 I will no longer be living in the Hamilton area and regretfully will not be able to continue coming to Phoenix.

I have been a member at your club since September of 2001 and must say that of all the clubs I have belonged to this was the BEST by FAR!

I found your place by luck one day in the Meadowlands and took a chance that this might be the club for me. The staff was very receptive and gave me as much time as I needed. The following day I came back to join and they remembered my name from the day before, talk about feeling important. This is how I have felt for the past 2 years, always a "hello" when I come in and friendly conversation. In the scheme of things in today's society that is becoming a rarity and I hope your club never loses that.

I have also enjoyed your festival events Halloween and Christmas, and you entering the club in different competitions throughout the year. I was not able to participate in the competitions but heard and read about some of the members and how well they did. It certainly shows the dedication and commitment you have to your current members and through this type of participation, I am sure you have gained "new members" along the way.

Just recently, I stopped by to take a look at your new club and you both should be commended on the success of a 2nd fitness facility.

Thank you both for making this a most enjoyable experience and I can honestly say that I have learned a lot in the last couple of years about health, nutrition, and the proper way to exercise.

Thank you and much success to both of you for the future!

Sincerely,



AnaMarie Lattuca

This is my official 60 day written notice advising you that I will no longer require a membership at Phoenix Fitness at 1015 Golflinks Road, Ancaster, Ontario. Dated the 2nd day of December, 2003.