



FORT CAMPBELL CONSUMER AFFAIRS ALERT BULLETIN

101st Airborne Division (AASLT) FT. Campbell, KY

CAO 04-00

LADIES FIRST FITNESS FAILED TO REFUND

24 APR

Ladies First Fitness closed its doors in early March without notice to several hundred customers, many of who paid for services in advance within days of the facility closing.

It is the position of the Better Business Bureau of Middle Tennessee that management of Ladies First Fitness continued to actively engage in advance membership sales with full knowledge of management's intent to close the facility.

BBB contacted the company's owner, Ray Cupp, requesting that all complaints filed with BBB by Ladies First Fitness customers be refunded by March 29, 2000. All complaints remain unresolved by the company's management and have been forwarded to the State of Tennessee Office of Consumer Affairs for review under the Consumer Protection Act of Tennessee.

CAO & BBB advises consumers who have filed complaints for refunds to check with the Tennessee Department of Consumer Affairs, 615-741-4737, to determine if the company was required to post a performance bond. Consumers may have recourse by placing a claim on the bond with the specific bonding company used by Ladies First Fitness.

POC for this Alert Bulletin is MSG Brandenburg or the undersigned @ 798-5528

BETTY GEREN
CONSUMER AFFAIRS DIRECTOR