



## MEMBERSHIP CANCELLATION & FREEZE POLICY

### **MEMBERSHIP CANCELLATION**

While we hate to see you leave, we understand that canceling your membership might be the right decision for you at this time. We have made canceling your membership easier than ever!

To cancel, please **call 888.827.9262** or **email [customercare@abcfitness.com](mailto:customercare@abcfitness.com)** and include your **10-digit membership agreement number**.

#### **IMPORTANT:**

- All cancellations require a thirty (30) day notice submitted via phone or email and include your 10-digit membership agreement number.
- The postmark date or date of phone call begins the 30-day period.
- You are responsible for any payments during the 30-day period.
- See your membership Agreement for exact Agreement term details. The terms of your Agreement will always supersede the terms explained on this document or located on our website. We can provide you with a copy of your agreement at the gym.
- Your account must be current.
- You will have access to YouFit for every day that you have paid for.

**If you joined BEFORE 10/1/2021:**

- a \$10 cancellation fee is required.

**Cancellation of an annual membership agreement due to moving:**

- You must move your residence 15 miles or more from the club facility or any affiliated club.
- You must submit a 30-day **written** notice of cancellation.
- **A \$50 cancellation fee is required.**

- You must provide sufficient proof that you are moving. Please send in one of the following:
  - New lease agreement in the member's name signed by member and lessor.
  - New utility hook-up or utility bill in the member's name.
  - Newly issued driver's license showing the new address.
  - Copy of a one-way international plane ticket along with a copy of visa or green card.
  - Letter from new employer (must be on letterhead), along with a copy of a paystub.
  - PCS orders (boot camp and basic training not accepted).
  - Closing papers on a purchase of a new home.
  - Students—must send in a copy of a class schedule (must be on letterhead) along with a copy of a paid tuition receipt.
  - If you cannot send in one of the above, you can send in two of the following:
    - Current bank statement with the new address.
    - Current credit card statement with the new address.
    - Post office change of address confirmation.
- Payments will continue on the membership agreement until sufficient proof of move is received.

**Cancellation due to medical condition:**

- Cancellation is allowed for a permanent or substantial disability.
- You must provide documentation from your physician stating you have a permanent or substantial disability.
- Must be on letterhead and signed by the physician with a phone number to call and verify information, if needed.
- Payments will continue until the proper documentation is received from your physician.
- Your membership will be canceled immediately after proof and written notices are received.

**Request to delete Automatic Renewal:**

- You must submit a 30-day **verbal** or written notice to delete the automatic renewal.
- The postmark date begins the 30-day period.
- You are responsible for any payments during the 30-day period. (Note: Members deleting the automatic renewal are responsible for their remaining term payments.)

**Cancellation of a Paid-In-Full (PIF) Membership**

- Cancellation is allowed per move or medical condition.
- See the above requirements listed under the Cancellation Procedures – same requirements as listed for the Installment Members.
- Once the membership is canceled by ABC Fitness Solutions, the information will be forwarded to the club for a prorated refund.

**Cancellation of Secondary Memberships (i.e. SilverSneakers)**

- You must contact your gym location to inquire about canceling your membership.

## **MEMBERSHIP FREEZE**

You may request a temporary freeze of your membership and there is a \$5.00 charge per month during the months you have frozen.

To freeze, please **call 888.827.9262** or **email [customercare@abcfitness.com](mailto:customercare@abcfitness.com)** and include your **10-digit membership agreement number**.

### **IMPORTANT**

- Freezes are allowed for any reason.
- Verbal or written notice of your request to freeze is required. **MUST** include your 10-digit membership agreement number.
- Pending approval, your membership freeze will begin on your next bill date.
- You may freeze your membership for 1 to 3 months, 2 times per calendar year.
- There is a \$5.00 charge per month during the months you have frozen.
- **Upon completion of the freeze, the regular payments will be due without prior notification.**
- **If your membership agreement is on draft, the payments will be drafted automatically.**

### **Term Members**

- The time and payments will be added to the end of the membership agreement.

### **Paid In Full (PIF) Members**

- Freeze will begin upon receipt of your written request.
- There is no charge per month during the months you have frozen.
- The time will be added to the end of the membership agreement.

### **Military / Medical / Pregnancy Freezes:**

- Freezes are allowed for military, medical, or pregnancy.
- Military orders or a doctor's note and written notice of your request to freeze is required.
- Pending approval, your membership freeze will begin on your next bill date.
- Timeframe determined by time listed on military orders or doctor's note.
- There is no charge per month during the months you have frozen.
- *Term Members* - The time and payments will be added to the end of the membership agreement.
- *Paid in Full Members* - The time will be added to the end of the membership agreement.

**Any information sent to ABC Fitness Solutions, LLC. must include your 10-digit membership agreement number.**

**ABC Fitness Solutions, LLC.**

**PO Box 6800**

**Sherwood, AR 72124**

**Email address: [customercare@abcfitness.com](mailto:customercare@abcfitness.com)**

**1-888-827-9262**