



Cancellation and Freeze Procedures

The following are policies for Anytime Fitness. Please refer to your copy of the membership agreement for specific details regarding your membership.

Freeze Procedures: (The account must be current) Information required for freezing the membership agreement may be sent via certified mail.

Installment Members:

- Freezes are allowed for medical conditions or out of the area.
- You must provide a letter from your physician stating your condition or proof that you are out of the area.
- Written notice of your request to freeze is required.
- Freeze will begin upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- 1 to 3 months, 1 time per calendar year.
- There will not be a charge during the months you have frozen; the time and payments will be added to the end of the membership agreement
- Upon completion of the freeze, the payments will be due without prior notification.
- If your membership agreement is on draft, the payments will be drafted automatically.

Open-End Members:

- Freezes are allowed for medical conditions or out of the area.
- You must provide a letter from your physician stating your condition or proof that you are out of the area.
- Written notice of your request to freeze is required.
- Freeze will begin upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- 1 to 3 months, 1 time per calendar year.
- There will not be a charge during the months you have frozen.

Paid in Full Members/Cash Members:

- Freezes are allowed for medical conditions or out of the area.
- You must provide a letter from your physician stating your condition or proof that you are out of the area.
- Written notice of your request to freeze is required.
- Freeze will begin upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- 1 to 3 months, 1 time per calendar year.
- There will not be a charge during the months you have frozen; the time will be added to the end of the membership agreement.

Cancellation Procedures: (The account must be current) Information required for cancellation of the membership agreement may be sent **via certified mail.**

Installment Members:

Cancellation due to Moving:

- You must move your residence 25 miles or more from the club facility or any Anytime Fitness facility.
- 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 member's name.
 - Newly issued driver's license verifying the issue date and new address.
 - Copy of a one-way international plane ticket with a copy of a visa or green card.
 - PCS orders (boot camp and basic training not accepted).
 - Letter from new employer (must be on letterhead), along with a copy of a pay stub.
 - Closing papers on a purchase of a new home.
 - Students must send in a copy of a class schedule and tuition receipt (must be on letterhead). If you cannot send in one of the above, you can send in two of the following:
 - Current bank statement showing the new address.
 - Current major credit card statement showing the new address,
 - Post office change of address confirmation showing the new address.
- 30-day written notice of cancellation. You are still responsible for any payments that fall within the 30-day period from the date ABC Fitness Solutions, LLC. receives the sufficient proof of move.
- Payments will continue on the membership agreement until the sufficient proof of move is received.

Cancellation due to Medical Condition:

- Cancellation is allowed for a permanent disability.
- Provide a letter from your physician stating you have a permanent disability.
- Must be on letterhead and signed by the physician with a phone number to call and verify information if needed.
- 30-day written notice of cancellation. You are still responsible for any payments that fall within the 30-day period from the date ABC Fitness Solutions, LLC. receives the proper document from your physician.
- Payments will continue until the proper document is received from your physician.

Open-End Members or Members Requesting to Delete the Automatic Renewal:

- You must contact your club representative in order to cancel your open-end membership.
- Please do not send any form of request to cancel your membership to ABC Fitness Solutions, LLC.
- Your cancellation will not be processed unless you fill out the proper paperwork at the club.

Paid in Full Members/Cash Members:

- 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 agreement has been cancelled by ABC Fitness Solutions, LLC., the information will be forwarded to the club for a prorated refund.

Transfers:

- You must contact your health club representative in order to transfer your membership.
- You will be responsible for a \$69.00 transfer fee.

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

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