



## Cancellation and Freeze Procedures

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

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

### Installment Members:

- Freezes are allowed for members who are going back to school, vacation, or medical conditions.
- You must send in documentation that you are going away for school, proof that you will be out of the area or a letter from your doctor.
- Written notice of your request to freeze is required.
- Freeze will begin on the following billing date upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- Up to 3 months total, per calendar year. Exceptions to 3 months are only for medical and must have a doctor's note on file at the club or with ABC.
- There will be a \$5.00 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 members who are going back to school, vacation, or medical conditions.
- You must send in documentation that you are going away for school, proof that you will be out of the area or a letter from your doctor.
- Written notice of your request to freeze is required.
- Freeze will begin on the following billing date upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- Up to 3 months total, per calendar year. Exceptions are only for medical and must have a doctor's note on file at the club or with ABC.
- There will be a \$5.00 charge 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.

### Paid in Full Members/Cash Members:

- Freezes are allowed for members who are going back to school, vacation, or medical conditions.
- You must send in documentation that you are going away for school, proof that you will be out of the area or a letter from your doctor.
- Written notice of your request to freeze is required.
- Freeze will begin on the following billing date upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- Up to 3 months total, per calendar year. Exceptions are only for medical and must have a doctor's note on file at the club or with ABC.
- There will be a \$5.00 charge during the months you have frozen; the time will be added to the end of the membership agreement.

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

**Installment Members:**

**Cancellation due to Moving:**

- You must move your residence 25 miles or more from the club 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.
  - 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.
  - If you can send in one of the above, you can send in two of the following:
    - Current bank statement.
    - Current credit card statement.
    - Post office change of address confirmation.
- 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.
- A cancellation fee of \$50.00 is required, no cancel fee required for military personnel with proof.
- 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 substantial disability.
- Provide a letter from your physician stating you have a substantial 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.
- A cancellation fee of \$50.00 is required.
- Payments will continue until the proper document is received from your physician.

**Buyout Option:**

- You may cancel your agreement with a written notice.
- You will be responsible for a \$175.00 (per person) cancellation fee.
- Your letter must state that you are cancelling under the buyout option.

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

- You must send in a 30-day written notice to cancel your membership agreement.
- The postmark date begins the 30-day period.
- You are responsible for any payments during the 30-day period.

**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 club representative in order to transfer your 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**