



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 phone, email, regular or certified mail.

Medical and Military Freezes:

- **Medical:**
 - A valid doctor's note is required.
 - Up to 3 months per calendar year.
- **Military:**
 - Valid military orders are required.
 - Unlimited (based on timeframe on military orders).
- The membership agreement will be frozen from bill date to bill date.
- There is no charge per month during the months you have frozen.
- The time and payments will be added to the end of the membership agreement. (Installment)
- 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.

Installment Members:

- Freezes are allowed for any reason.
- Verbal or written notice of your request to freeze is required.
- The membership agreement will be frozen from bill date to bill date.
- 1 month, 2 times per calendar year.
- There is no charge per month 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 regular 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 any reason.
- Verbal or written notice of your request to freeze is required.
- The membership agreement will be frozen from bill date to bill date.
- 1 month, 2 times per calendar year.
- There is no 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.

Cash Members/Paid in Full Members:

- Freezes are allowed for any reason.
- Verbal or written notice of your request to freeze is required.
- Freeze will begin upon receipt of your written request.
- 1 month, 2 times per calendar year.
- There is no charge per month 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 phone, email, regular or certified mail.**

3-Day Cancels:

- You must contact your club representative in order to cancel your membership.

Installment Members:

Cancellation due to Moving:

- You must move your residence 15 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 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.
- Requires 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 is also required.
- 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 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.
- Requires 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 documentation from your physician.
- A cancellation fee of \$50 is also required.
- Payments will continue until the proper documentation is received from your physician.

Buyout Option:

- You must send in a 30-day verbal or written notice to cancel your membership agreement.
- The postmark date or date of the phone call begins the 30-day period.
- You are responsible for any payments during the 30-day period.
- A buyout fee of \$250 is required.
- Your letter must state that you are canceling under the buyout option.

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 is cancelled by ABC Fitness Solutions, the information will be forwarded to the club for a prorated refund of any prepaid amount minus an early cancellation fee of \$50.00.

Open-end Members:

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

Members Requesting to Delete the Automatic Renewal:

- You must send in a 30-day verbal or written notice to delete the automatic renewal.
- The postmark date or date of the phone call 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.)

Secondary Members:

- You must contact your club representative in order to cancel your membership.

Open-end Cash Members:

- You must contact your club representative in order to cancel your membership.

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

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