



## Cancellation and Freeze Procedures

The following are policies for Gold's Gym. 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 and information required for freezing may be sent via email to [Memberservices@goldsgym1965.com](mailto:Memberservices@goldsgym1965.com), or certified mail to ABC Fitness Solutions, LLC., P.O. Box 6800, Sherwood, AR 72124.

### In Term:

- Freezes are allowed for any reason.
- 1 to 6 months at a time, as needed.
- Military may freeze for any length of time with proper documentation showing member will be out of the area for an extended amount of time.
- Medical freezes are allowed for as long as the member's physician states they are unable to work out. Member must provide documentation from their physician.
- There is a \$15.00 monthly charge during the months you have frozen.
- Account will be frozen from bill date to bill date
- The time and payments will be added to the end of the membership agreement.
- We do not freeze portions of the membership; we freeze either the entire membership (all members on the account) or none of the membership.
- If you have a question about freezing a secondary membership agreement, you may contact the club with any questions.

### Open-Ended:

- Freezes are allowed for any reason.
- 1 to 6 months at a time, as needed.
- Military may freeze for any length of time with proper documentation showing member will be out of the area for an extended amount of time.
- Medical freezes are allowed for as long as the member's physician states they are unable to work out. Member must provide documentation from their physician.
- There is a \$15.00 monthly charge during the months you have frozen.
- Account will be frozen from bill date to bill date.
- We do not freeze portions of the membership; we freeze either the entire membership (all members on the account) or none of the membership.
- If you have a question about freezing a secondary membership agreement, you may contact the club with any questions.

### Paid in Full:

- Freezes are not allowed.

### Freezing Secondary Members:

- We do not freeze portions of the memberships; we freeze either the entire membership (all members on the account) or none of the membership.
- If you have a question about freezing a secondary membership agreement, you may contact the club with any questions.

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**Cancellation procedures:** The account must be current. Information required for cancellation of the membership agreement may be sent via email to [Memberservices@goldsgym1965.com](mailto:Memberservices@goldsgym1965.com) or certified mail to **ABC Fitness Solutions, LLC., PO Box 6800, Sherwood, AR 72124.**

**3-Day Cancellation:**

- You must email [memberservices@goldsgym1965.com](mailto:memberservices@goldsgym1965.com) OR send in your membership key tag and a copy of your membership agreement to: 18600 Woodinville-Snohomish RD, Woodinville, WA 98072.

**Cancellation of Secondary Members:**

- Please contact your club location.
- Dues will be adjusted by the gym to the current rates for the remaining members

**Cancellation of Service(s) (Kid's Club) on Open-Ended or PIF:**

- You must provide a 30-day written request to [Memberservices@goldsgym1965.com](mailto:Memberservices@goldsgym1965.com), specifying the service they wish to cancel.
- You will be responsible for a 30-day written notice.
- You are responsible for any payments during the 30-day period.

**Installment Members**

**Cancellation Due to Moving (Includes Military):**

- You must move their residence 25 miles or more from club facility.
- A 30-day written notice of cancellation must be e-mailed to [memberservices@goldsgym1965.com](mailto:memberservices@goldsgym1965.com) or mailed to ABC Fitness Solutions, LLC., P.O. Box 6800, Sherwood, AR 72124.
- You are still responsible for any payments that fall within the 30-day period from the postmarked date of the letter.
- A cancellation fee of \$125.00 is required – Excluding Military PCS Orders
- Payments will continue on the membership agreement until the written letter, sufficient proof of move and payment are received.
- You must provide sufficient proof that member is moving. Please send in one of the following:
  - New lease agreement in the member's name signed by member and leaser
  - New utility hook-up or utility bill in member's name
  - Newly issue drives license
  - Permanent Change of Station orders (PCS orders)
  - Boot camp and basic training not accepted. May freeze instead.
  - See freeze section above
  - Letter from new employer (must be on letterhead), along with a copy of a current 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 provide one of the above, you must send in two of the following:
    - Current bank statement
    - Current major credit card statement
    - Post office change of address confirmation letter

**Cancellation due to Medical Condition:**

- Cancellation is allowed for a permanent disability.
- A 30-day written notice of cancellation must be e-mailed to [memberservices@goldsgym1965.com](mailto:memberservices@goldsgym1965.com) or mailed to ABC Fitness Solutions, LLC., PO Box 6800, Sherwood, AR 72124.
- You are still responsible for any payments that fall within the 30-day period from the postmarked date of the letter.
- The letter must be from member's physician stating member has a permanent disability. The letter 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 document is received from member's physician.

**Paid in Full Members/Cash Members:**

- You may cancel your membership at any time, however, there are no refunds issued on a prepaid membership.
- PIF members may cancel a service off of their account at any time. (see previous notes in regard to Cancellation of Services).

**Open-Ended Members Cancellation due to any reason:**

- A 30-day written notice of cancellation must be e-mailed to [memberservices@goldsgym1965.com](mailto:memberservices@goldsgym1965.com) or mailed to ABC Fitness Solutions, LLC., PO Box 6800, Sherwood, AR 72124. This should include the membership number, current contact information (address and telephone number) and reason for cancellation.
- You are still responsible for any payments that fall within the 30-day period from the postmarked date of the letter.

**Delete Automatic Renewal:**

- You must send a 30-day written notice to [Memberservices@goldsgym1965.com](mailto:Memberservices@goldsgym1965.com).
- You are still responsible for any payments that fall within the 30-day period from the date of the email.

**Transferring to a different Gold's Gym:**

- If you are transferring to a different gold's gym, you must provide a copy of your new Gold's Gym agreement.
- You will be responsible for a 30-day written notice.
- The begin date at the new club begins the 30-day period.
- You are responsible for any payments during the 30-day period.
- We will only refund a maximum of 30 days back from the date the new agreement is received.

**Cancellation due to Death:**

- A certified copy of the death certificate must be e-mailed to [memberservices@goldsgym1965.com](mailto:memberservices@goldsgym1965.com) or mailed to ABC Fitness Solutions, LLC., PO Box 6800, Sherwood, AR 72124. Cancellation will be immediate.

**Cancellation or Freeze of Personal Training**

- Please send your cancellation/freeze request to [Fitness@goldsgym1965.com](mailto:Fitness@goldsgym1965.com).

**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