

## **Do you need to freeze your membership??**

### Frequently Asked Questions

#### ***What type of membership freeze am I eligible for??***

If you have a medical condition, and a doctor has told you not to exercise for a period of time, you are eligible for a medical freeze. We will completely freeze your account (at no charge), as long as we receive a note from the doctor.

If you are aware ahead of time that you will be unable to attend for *at least a month*, for any reason other than documented medical problems, you can request a personal freeze. The monthly rate will be lowered to \$10.70/month.

#### **Why do I have to pay if I am not able to attend?**

A membership must remain current up until the point of cancellation. The personal freeze option is offered as a courtesy to ensure that each member can keep his/her membership current when unable to attend at a much more affordable rate.

#### **How many months can I freeze my membership?**

If you have are on medical freeze, you can stay frozen until you are medically cleared to return, but you must have an updated doctors note every three months in order to remain eligible for the medical freeze.

You may remain on personal freeze for as long as you need, but you must contact us to extend it every three months.

**\*\*In both cases, the account will be automatically re-activated if you do not update your freeze every three months.**

#### **How can I freeze my account if I paid in advance for 6 months or a year?**

If you are on medical freeze, the account will simply be frozen, and the time will be credited at the end.

If you would like a personal freeze, you must submit manually payments of \$10.70/month for each month you would like to be on freeze in order to receive credit at the end of the membership.

#### **Can I freeze my account for 1 week?**

A medical freeze is available for a long-term medical issue, and should only be taken if the member will be out at least 2 weeks or more, as long at this is a planned leave that we are aware of ahead of time (other than extreme emergency situations).

A personal freeze can only be used for a minimum of 1 full month at a time.

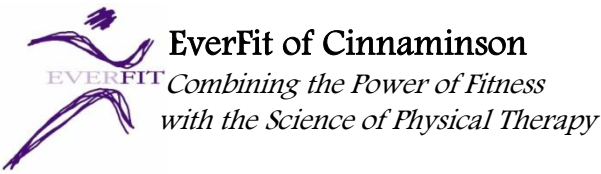
#### **If I am on a year membership agreement, will the months I am on personal freeze count toward fulfilling my 12 month agreement?**

If you have signed up for a minimum of a year membership, you must fulfill 12 months at the full rate before becoming eligible for the 30-day cancellation notice. *Personal freeze months do NOT count toward the 12 months.*

#### **Can I ask to be credited for medical leave several months after I was unable to attend?**

With the rare exception of extreme emergency situations, we need to know *ahead of time, or within the first month* that you will need to freeze the account, and the doctors note will be required immediately.

Personal freezes must always be requested in advance, and will not be credited after the time has passed.  
(except in cases of family emergencies)



**EverFit Membership Freeze/Unfreeze Form**

I, \_\_\_\_\_, request that my EverFit membership be frozen.

From \_\_\_\_\_ to \_\_\_\_\_

Reason for freezing my account:

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\*\*Freezing for medical purposes will be for no extra charge for the first 3 months if accompanied by a doctors note. After three months, normal billing will resume unless we receive an updated doctor's note.

\*\*\*Memberships may be frozen for up to 3 months for personal reasons. A \$10.00 (plus tax) fee per month will be billed to your account. If you have paid in advance, you must submit up to three payments of \$10.00 (plus tax) per month in order to receive credit at the end of the prepaid membership. After three months, normal billing will automatically resume unless we are contacted to extend the freeze.

I understand that my account will be reactivated as of the "unfreeze" date. EverFit must be notified no later than 5 days before the unfreeze date in the event of needing an extension.

I agree to the terms described above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**PLEASE FILL OUT AS SOON AS POSSIBLE, AND GIVE TO A TRAINER  
TO BE ENTERED INTO THE SYSTEM!!**

