

EDIT HYBRID FITNESS

Membership Freeze

Terms and Conditions

1. Eligibility

- **Quarterly Memberships:** Members with quarterly payment plans are eligible for **one freeze period of up to 2 weeks per quarter**.
- **Half-Yearly Memberships:** Members with half-yearly payment plans are eligible for **two freeze periods, totaling up to 4 weeks** during the membership term.
- **Annual Memberships:** Members with annual payment plans are eligible for **four freeze periods, totaling up to 6 weeks** during the membership term.

2. Request Process

- **Advance Notice:** All freeze requests must be submitted at least 7 days in advance through a written request (whatsapp or email). Please note that verbally informing coaches would not be accepted as advance notice
- **Minimum Freeze Duration:** Minimum freeze period must be **7 days** and must be taken in **increments of 7 days**.
- **Maximum Freeze Duration:** The maximum freeze period varies according to the membership plan, as outlined above.

3. Impact on Membership

- **Freeze Period Adjustment:** The membership expiration date will be extended by the length of the freeze period.
- **Payment Plans:** The freeze will not affect the scheduled payment date. Members on installment plans will still need to make their scheduled payments, with the freeze period added to the end of their membership term.

4. Fees

- All freeze periods within the allowed duration are free of charge.

5. Special Conditions

- **Medical Reasons:** Members can request an extended freeze period (up to 3 months) in the case of a medical emergency or injury. A doctor's note and report must be provided, and approval is at the discretion of the centre management.
- **Travel:** Members who need to travel for an extended period (e.g., over 1 month) may request a freeze for up to 6 weeks. Documentation (e.g., travel itinerary) may be required.

- **Other Exceptional Circumstances:** Requests for a freeze outside the standard terms will be considered on a case-by-case basis by centre management.

6. Reactivation

- **Automatic Reactivation:** The membership will automatically reactivate at the end of the freeze period.
- **Early Reactivation:** Members may request to end the freeze early by notifying the centre at least 3 days in advance. However, the freeze period must still adhere to the **7 day minimum duration** and be taken in increments of **7 days**.
- **No Reactivation:** If the member does not return by the end of the freeze period, the membership will remain active, and regular billing will resume.

7. Non-Transferable

- Membership freezes are non-transferable and cannot be applied to another person or another membership term.

8. Limitations

- **Promotional Memberships:** Memberships obtained through special promotions, discounts, or as part of a short-term deal may not be eligible for freezes, or may have different freeze terms. Please check the specific promotion terms.

Member Acknowledgment

- Members must agree to these terms and conditions when requesting a membership freeze. By submitting a freeze request, the member confirms they have read, understood, and agreed to the freeze policy.