



Cancellation and Freeze Procedures

The following are policies for MAC XTREME. 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.

Freezes are not allowed for executive memberships due to limited locker quantities and high membership demand.

Installment Members:

- Freezes are allowed for medical, financial hardship, and travel reasons.
- Freeze will begin upon receipt of your written or verbal request, and the membership agreement will be frozen from pay bill date to bill date.
- 1 to 3 months (1 to 7 biweekly payments), unlimited times per calendar year.
- There is a \$10.70 (\$5.35/biweekly) charge per month during the months you have frozen.
- Annual fee cannot be frozen and will bill as normal.
- 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 medical, financial hardship, and travel reasons.
- Freeze will begin upon receipt of your written or verbal request, and the membership agreement will be frozen from pay bill date to bill date.
- 1 to 3 months (1 to 7 biweekly payments), unlimited times per calendar year.
- There is a \$10.70 (\$5.35/biweekly) charge per month during the months you have frozen.
- Annual fee cannot be frozen and will bill as normal.
- 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:

- Freezes are allowed for medical, financial hardship, and travel reasons.
- Freeze will begin upon receipt of your written or verbal request, and the membership agreement will be frozen from pay bill date to bill date.
- 1 to 3 months, unlimited times per calendar year.
- There is a \$10.70 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.

(Installment) Buyout Option:

- You must send in a 30-day verbal or written notice to cancel your membership agreement.
- The postmark date or date of phone call begins the 30-day period.
- You are responsible for any payments during the 30-day period. (Annual fee is waived if it falls within the 30-day timeframe.)
- A buyout fee of \$138.03 for 12-month term (\$212.93 for 24-month term) or the remaining contract balance, whichever is less, is required.
- Your letter must state that you are canceling under the buyout option.

Paid in Full Members/Cash Members:

- Cash/PIF memberships are non-refundable and will expire on contract end date.
- **No refunds will be issued.**

Open-End Members & Members Requesting to Delete the Automatic Renewal:

- You must submit a 30-day verbal or written notice to cancel your membership agreement or to delete the automatic renewal.
- The postmark date or date of phone call begins the 30-day period.
- You are responsible for any payments during the 30-day period. (Annual fee is waived if it falls within the 30-day timeframe.)

Transfers:

- Transfer fee of \$25 plus tax (\$26.75).
- Email membership@the-mac.com or call the club to schedule an appointment to transfer.

Any information sent to ABC Fitness Solutions, LLC. must include your 9-digit membership agreement number.

ABC Fitness Solutions, LLC.

PO Box 6800

Sherwood, AR 72124

Email address: customercare@abcfitness.com

1-888-827-9262