



Cancellation and Freeze Procedures

The following are basic procedures for Gold's Gym. Please refer to your copy of the membership agreement for specific details.

Freeze Procedures:

- You must contact your home club in order to freeze your installment, open-end or cash membership.
- Please do not send any form of request to freeze your membership to ABC Financial Services, Inc.

Gold's Gym West Covina
502 Plaza Drive
West Covina CA 91790
626.480.7717

Cancellation procedures: Information required for cancellation of the membership agreement may be sent via regular or certified mail, email, or with phone request.

5 Day Cancel:

- Refer to the club.

Additional Services:

- If you wish to cancel your additional profit center service(s), i.e., tanning, childcare, etc., a 30 day notice is required to cancel. Both installment and open-end members can cancel additional profit centers by following these procedures.
- **Members can cancel with a phone request.** (NOTE: Members can also send by regular mail, certified mail, or email)
- You must call in to begin your 30 day notice to cancel your membership agreement.
- The date you call will begin the 30 day period.

Installment Members:

- **Member can cancel with a phone request.** (NOTE: Members can also send by regular mail, certified mail, or email)
- You must call in to begin your 30 day notice to cancel your membership agreement.
- The date you call will begin the 30 day period.
- You are responsible for any payments during the 30 day period.
- You will also be responsible for a cancellation fee of \$100.00 if you are in the first half or \$50.00 if you are in the second half of your membership.
- I can go ahead and set your membership up to cancel while we are on the phone and you will be responsible for any payments that are due in the next 30 days plus your cancel fee. I will also set up a draft for tomorrow to collect the full amount you owe to cancel.

Cancellation due to Medical Condition:

- **The letter must be sent by email, regular or certified mail.**
- Cancellation is allowed for a medical condition.
- Provide a letter from your physician stating you are unable to participate in physical activity for an extended period.
- 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 your physician.
- Once the proper documentation is received the account will cancel immediate.

Cancellation due to Military:

- **The letter must be sent by email, regular or certified mail.**
- Cancellation is allowed for military deployment.
- You must provide a copy of your PCS orders (boot camp and basic training are not accepted).
- Payments will continue until the proper document is received.
- Once the proper documentation is received the account will cancel immediate.

Members Requesting To Delete the Auto Renewal:

- Members can only delete their auto renewal within 60 days of the end of their membership. If the member is in the last 60 day of their agreement, the auto renewal can be deleted with an XDAR by phone request. Members can cancel auto-renewal up to 60 days prior to their renewal date. Members who request to delete their auto renewal early should be directed to call back within the last 60 days of their membership.

Open-End Members:

- **Members can cancel with a phone request.** (NOTE: Members can also send by regular mail, certified mail, or email)
- You must call in to begin your 30 day notice to cancel your membership agreement.
- The date you call will begin the 30 day period.
- I can go ahead and set your membership up to cancel while we are on the phone and you will be responsible for any payments that are due in the next 30 days. I will also set up a draft for tomorrow to collect the full amount you owe to cancel.

Paid in Full Members/Cash Members:

- Refer to the club.

Any information sent to ABC Financial Services, Inc. must include your 9 digit membership agreement number.

ABC Financial Services, Inc.

PO Box 6800

Sherwood, AR 72124

Email address: customercare@abcfinancial.com

1-888-827-9262