

Iron Works Health Club
206 SH 75N, Huntsville TX 77320 936/291-2128

Revised Membership Policy as of 12/9/20

CANCELLATION AND REFUND:

Memberships cancel within the contract timeframe without a \$65.00 cancellation fee only if:

- Under a NO Contract Membership
- Member is relocating at least 30 miles away from any Iron Works Health Club and provides proof of new residence such as a lease/utility bill.
- Member has incurred a medical disability. Doctor's letter identifying the inability to use the club is required.
- Upon Death.
- Cancellation of Add-Ons is only allowed after your Contract Commitment is Completed (ie. Prepaid Period, 1 year Commitment)

Policy:

- Initiation fees are Non-Refundable.
- You **cannot** cancel your membership verbally or over the phone, documentation is required.
- Cancellation of PrePaid Membership will result in loss of the Discount utilized and the difference refunded.
- Member must provide a 30-day written notice by completing the Cancellation Notice at the Gym, or Sending a Certified or Registered mail to: **Iron Works Health Club 206 State Hwy 75 N, Huntsville, TX 77320**

FREEZE POLICY

The freeze policy allows you to temporarily suspend your membership in accordance with the following terms:

- You may freeze once per contractual year for a minimum of one (1) month and a maximum of three (3) consecutive months in one-month increments. Additional Freezes require approval by IWHC Management.
- **A Freeze Processing Fee of \$10 plus tax, is payable upon Request to Freeze your Account.**
- **You will be charged a Monthly Freeze Dues of \$5 plus tax for a Solo Membership or \$10 plus tax for a Family Membership during the Freeze Period. (If Prepaid, this Monthly Freeze Dues must be paid upfront.)**
- **If Monthly Membership, your request to freeze must be made 3 days before your next Billing Cycle. Your Freeze will start on the next membership due date (no prorations of partial months).**
- If you are medically unable to use the club, you can request a Medical Freeze for up to six (6) months, or nine (9) months for Pregnancy Freeze. You must provide a doctor's letter at the time of requesting a medical freeze. The Club may waive the freeze dues for medical freezes. If a longer Freeze time is required, you must speak with management.
- Your account must be in good standing.
- Everyone will be Frozen on the account upon request for the Freeze.
- **Once the Freeze Period is completed, your account will automatically become active without prior notice.**
- Normal Monthly Membership Dues will be reactivated at the end of the Freeze Period without notice.
- If Monthly Commitment Contract, placing your Membership on freeze will extend your commitment date if you are still within that 1 year commitment.
- If a Prepaid Account, the Period Frozen will be extended to the end of the Pre-Paid Contract and will reactivate at the end of the Freeze Period without notice.
- Your freeze request must be written by completing a Freeze Request Form in the gym, by Email, or by Certified Letter sent to **(Iron Works Health Club 206 SH 75N, Huntsville TX 77320)**. **Your Freeze will take effect on your next Billing Cycle once the Freeze Fee and Freeze Dues are processed.**
- Your membership cannot be Frozen verbally or over the phone.
- A Freeze Request cannot be retroactive.
- Freeze Fees are non-refundable.
- Putting your membership on freeze does not extend the expiration date on your personal training, unless approved by management.