

MEMBERSHIP & TIME FREEZE POLICY

MEMBERSHIP FREEZE

You can freeze your membership for a minimum period of 2 weeks, up to a maximum of 4 weeks each calendar year at no additional cost.

- You must first contact us and request the freeze 14 days prior to the freeze commencement date.
- Before freezing your membership, you must make sure your fees are up to date and there are no arrears outstanding on your account.

Please note that if you are within your minimum term, any time freezes are not classified as a full payment toward your contract and so your Minimum Period will be extended by the length of any freeze.

Note that we cannot backdate any time freeze requests. You must request a freeze 14 days prior to the start date of the freeze.

TIME FREEZE FOR STUDIO/SANCTUARY/OASIS CLOSURES

If we are required by the state or federal government to temporarily close our Studio/Sanctuary/Oasis in your local State (Closure Period), we will freeze your membership for that Closure Period. If this occurs:

- You are entitled to request cancellation of your membership during the Closure Period (applicable cancellation fees will apply) but processing of the cancellation may be delayed until after the Closure Period has ended.
- Please refer to section 18 regarding the terms that apply to cancellation of your membership.

In addition, if the Studio/Sanctuary/Oasis is closed for a period of more than one week (e.g. due to refurbishment) and there is no suitable alternate Studio/Sanctuary/Oasis available for you to use then you may request that your membership be frozen until the Studio/Sanctuary/Oasis re-opens (Closure Period).

Our Studio/Sanctuary/Oasis is closed at a minimum for two weeks over the Christmas & New Year period. Your membership will be placed on an automatic hold during this period. No money will be withdrawn from your account for this period.

Any membership freeze which occurs as a result of a Closure Period does not:

- Count as part of a member's Minimum Term/ Supply Period; and
- Cause a reduction in the member's entitlement to a free membership freeze (if any).

Unless the law requires otherwise, membership freezes which occur as a result of a Closure Period are not classified as a full payment toward your contract, and will incur a fee of \$5 per week which will afford you ongoing access to the digital workout tools offered by Vibe by app or portal.

