

Membership Freeze and Cancellation Procedures

The following are policies for Boulders Sport Climbing Center (Boulders). Please refer to your copy of the membership agreement for specific details.

ABC Financial is the company that handles Membership Contracts for Boulders. Freezes and cancellations must be handled through them. All necessary information can be found on these three pages. Feel free to call or come by Boulders with questions, but remember the staff at Boulders cannot freeze or cancel memberships, that has to be done through ABC Financial.

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

Your Membership agreement number is:

ABC Financial Services, Inc.

PO Box 6800

Sherwood, AR 72124

Fax number: 1-501-992-0802

Email address: customercare@abcfinancial.com

1-888-827-9262

Freeze Procedures: (The account must be current)

Information required for freezing the membership agreement may be sent via fax, email, regular or certified mail.

Installment Members:

- .. Freezes are allowed for medical conditions, those called for active military duty or school.
- .. Proof is required for the freeze. You must send in documentation from your doctor, PCS paperwork or copy of your class schedule or student ID.
- .. Written notice of your request to freeze is required.

- .. Freeze will begin upon receipt of your letter, and the membership agreement will be frozen from pay date to pay date.
- .. 1 to 6 months per calendar year or depending on what your orders state.
- .. There will not be a charge during the months you have frozen; the time and payments will be added to the end of the membership agreement.
- .. Upon completion of the freeze, the payments will be due without prior notification. If your membership agreement is on draft, the payments will be drafted automatically.

Open-End Members:

- .. You can freeze the membership agreement for any reason.
- .. Written notice of your request to freeze is required.
- .. Freeze will begin upon receipt of your letter, and the membership agreement will be frozen pay date to pay date.
- .. 1 to 6 months per calendar year.
- .. No charge during the months that you have frozen.
- .. Upon completion of the freeze, the payments will be due without prior notification. If your membership agreement is on draft, the payments will be drafted automatically.

Paid in Full Members/Cash Members:

- .. Freezes are allowed for medical conditions, those called for active military duty or school.
- .. Proof is required for the freeze. You will need to send in documentation from your doctor, PCS paperwork or copy of your class schedule or student ID.
- .. Written notice of your request to freeze is required.
- .. Freeze will begin upon receipt of your letter.
- .. 1 to 6 months per calendar year.
- .. There will not be a charge 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 fax, regular or certified mail, or email.

Installment Members:

Cancellation due to Moving:

- .. You must move 8 miles from your current address and more than 30 miles from the club facility.
- .. You must provide sufficient proof that you are moving. Please send in one of the following:
 - New lease agreement in the member's name signed by member and lessor.

- New utility hook up or utility bill in member's name.
- Newly issued driver's license.
- Copy of a one way plane ticket with copy of visa or green card.
- PCS orders (boot camp and basic training not accepted).
- Letter from new employer (must be on letterhead), along with a copy of a pay stub.
- Closing papers on a purchase of a new home.
- Students—must send in a copy of a class schedule and tuition receipt (must be on letterhead).
- .. If you can not provide one of the above, you can send in TWO of the following:
 - Current bank statement.
 - Current major credit card statement.
 - Post office change of address confirmation letter.
- .. A \$50.00 cancellation fee is required.
- .. Payments will continue on the membership agreement until the sufficient proof of move is received.

Cancellation due to Medical Condition:

- .. Cancellation is allowed for a permanent disability.
- .. Provide documentation from your physician stating you have a permanent disability.
- .. Must be on letterhead and signed by the physician with a phone number to call and verify information, if needed.
- .. A \$50.00 cancellation fee is required.
- .. Must be sent via **certified mail**.
- .. Payments will continue until the proper documentation is received from your physician.

Open-End Members or Members requesting to delete the Auto-Renewal clause:

- .. You must send in a 30 day written notice to cancel your membership agreement.
- .. The postmark date begins the 30 day period.
- .. You are responsible for any payments during the 30 day period.

Paid in Full Members/Cash Members:

- .. Cancellation is allowed per move or medical condition.
- .. See the above requirements listed under the Cancellation Procedures – same requirements as listed for the Installment Members.
- .. Once the membership agreement has been cancelled by ABC Financial Services, Inc., the information will be forwarded to Boulders Sport Climbing Center for a prorated refund.