

# Member FAQ's



---

## **Q: How do I cancel my membership?**

*A: You may cancel your membership by stopping in at our front desk and getting a cancellation form, which you will send to ABC Financial Services, PO BOX 6800, Sherwood, AZ 72124. Or, you may call ABC Financial Services at 1-888-827-9262 and they can email you a copy of the cancellation form.*

## **Q: Why did I get billed 2 weeks after I submitted my request to cancel?**

*A: Any bill dates you have within the 30 days of submission will be the last billing for your membership under your agreement's 30-day notice requirement.*

## **Q: Why was I charged an amount of \$39.99 nearly 2 months after I had originally joined?**

*A: This is the annual rate guarantee fee that comes standard with all 12 month memberships. This then locks you into your monthly rate for life!*

## **Q: How can I update my billing information?**

*A: You may update your billing information by calling, ABC Financial Services at 1-888-827-9262, or by stopping into the gym.*

## **Q: How do I freeze my membership?**

*A: You may freeze your membership by calling ABC Financial Services at 1-888-827-9262.*

## **Q: Which Gold's Gym's do I have access to with my current membership at the Gold's Gym Manchester?**

*A: With your membership at the Gold's Gym Manchester, you will have access to our 9 sister clubs (South York, Harrisburg, Hershey, Lancaster, Wyomissing, Exeter, Whitehall, Bethlehem, and Allentown)*

## **Q: What if I want to visit another Gold's Gym other than the listed sister clubs?**

*A: You are awarded 14 travel passes each calendar year to any Gold's Gym that is listed outside of a 50 mile radius of your home gym (The gym you had originally signed your agreement at).*

## **Q: I want to cancel my membership, but I am still in obligation. What forms of relocation do you accept to release me from my agreement?**

*A: If you are cancelling due to a medical disability, we will need valid proof in the form of a doctor's note. If you are cancelling for military training or deployment, we will also need a copy of your military orders. If you are relocating, we will need valid proof stating that you have moved over 25 miles or more away.*