



Fitness Membership Freeze Policy

1. Purpose

This policy outlines the conditions under which fitness memberships may be temporarily frozen. A freeze allows members to pause their membership for a defined period without cancelling their agreement.

2. Eligibility

Members may request a freeze for the following reasons:

- Medical (injury, illness, recovery)
- Pregnancy
- Extended travel (e.g. holidays, work commitments)
- Exceptional personal circumstances (at management discretion)

Supporting evidence may be required (e.g. medical note, travel confirmation).

3. Duration of Freeze

- Minimum freeze period: **1 month**
- Maximum freeze period: **3 months**
- Any extension beyond this period will be at the discretion of the Management Team

4. Notice Period

- Freeze requests must be submitted by the 18th of the month to take effect from the following month. Requests received after the 18th will be processed from the subsequent month.
- Freeze requests cannot be backdated

6. Payment & Contract Terms

- The Annual membership; the term will be extended by the length of the freeze period
- Direct Debit payments will be paused

- Any missed payments prior to the freeze must be settled before approval

7. Access During Freeze

- Members will **not be permitted to use facilities** during the freeze period
- Access will automatically resume at the end of the agreed freeze

8. How to Request a Freeze

- All requests must be submitted in writing either by giving a letter to the leisure centre team or by email to HaltonLeisureCentre@halton.gov.uk
- Requests must include:
 - Reason for freeze
 - Requested start and end dates
 - Supporting evidence

9. Approval

The Management Team reserves the right to approve or decline any request to freeze a membership. All requests will be considered on a case-by-case basis.

Please refer to point 2 under the heading freezing your membership of the membership terms and conditions.

10. Exceptions

- In exceptional circumstances (e.g. serious illness), the Management Team may waive notice periods or extend freeze durations

11. Cancellation vs Freeze

- A freeze is a temporary pause, not a cancellation
- Standard cancellation terms remain in place and are not replaced by this policy



12. Misuse of Freeze Policy

- Any misuse of the freeze system may result in refusal of future requests or termination of membership
- You may request to freeze your membership twice a year