

Billing FAQ's

Q: *What is this extra charge on my statement?*

A: Please see the **two** possible reasons below

1st of the month: Any charges on the first of the month will be from your **club account** (unless your billing day is on the first). Meaning, if a member charges goods or incurs fees it will be added to their club account. Club account balances are set to be drafted on the first of every month. *Types of fees include, but are not limited to: kids club late/no show fee (\$5), special hours fee (\$10), and after hours fee (\$15).*

On billing day: Any charges that seem out of the ordinary on your monthly statement can be as follows. It could be a **service charge from a hard decline**, meaning that if your EFT declines or is rejected, an automatic service fee will be added to your invoice for the amount of **\$23.50**. Another fee would be a **late fee of \$10 if your balance is outstanding for more than 10 days.**

Q: Can I change my billing day?

A: Yes. There will be a fee adjustment associated with changing your billing day depending on where you're at in your billing cycle. **The change will also be final.**

Billing FAQ's

Q: Why does my bank statement show you charged me twice?

A: Sometimes, when our **monthly EFT drafts are in process**, an initial pending charge will show up on your statement then the next day it will post and this sometimes looks like a double charge.

Q: Can I pay my bill in advance and not have my card/checking account drafted?

A: Absolutely. Membership dues can be paid a maximum of a **year in advance** and *up to two days prior* to your billing draft. Payments on the day of or right before your billing draft can result in double payments.

Q: How do I get my payment history print out?

A: You can register your account on our website www.myiclubonline.com and easily and conveniently print out both your payment history and check-ins.

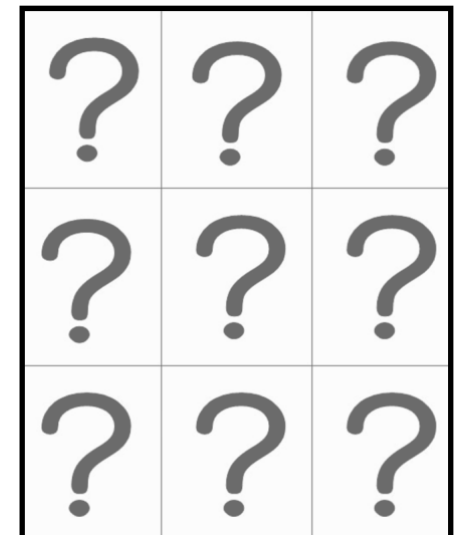
Q: When is my billing date?

A: Your billing coincides with your **initial sign up date** (unless you request a change and pay a fee adjustment). For example: if you join on the 3rd of the month, your initial payment and all future recurring payments will be on the 3rd of every month



Frequently Asked Questions

Billing & Memberships



Membership FAQ's

Q: How much does it cost to cancel my membership?

A: That will depend on where you are at in your agreement (at what month in your 12 month contract) and situation (is this a hardship? Or are you relocating?) **A 30 day notice is given before cancellation will take affect.** If you are still within the first six months of your agreement, the cancellation fee is \$200. If you are in the last six months of your agreement, the cancellation fee is **\$100.** If you must cancel due to an unexpected move, proof of eviction, new rental agreement, or new home purchase **must** be presented 30 days prior to your cancellation and a fee of \$100 must be paid at the time of the request submittal.

Q: How do I add/remove members?

A: You may fill out and **submit a membership change request form at front desk** to have it reviewed by membership services. If you are wishing to downgrade and are still within your 12 month agreement, per policy, that change will be denied. If you have completed your contractual obligation, a 30 day notice must be given in order to downgrade and a \$15 processing fee will be charged. If you are wishing to upgrade, a fee adjustment must be paid at the time of addition and monthly dues will increase for future payments in accordance to membership size. There is no processing fee for this.

Membership FAQ's

Q: How do I qualify for a corporate discount?

A: We offer a corporate discount for any business that is a member of the Ukiah Chamber of Commerce, for the Ukiah Unified School District, Anderson Valley District, Willits District, Adventist Health Ukiah employees, Hillside Clinic, and any other Federal, State, or County employee.

Q: My membership reached it's one year anniversary, why did I still get charged?

A: All memberships are under a one year agreement which upon completion, will **automatically roll over as a month-to-month membership.** Meaning, unless you come in or call to cancel it, we will continue to bill you for the monthly dues.

Q: Can I pause my membership?

A: We do allow a membership Freeze for certain circumstances. **Each circumstance has its own guidelines to follow.** Please note that if you are within your 12 month agreement, a freeze can only be done for **medical reasons**, and a physician's note **must** be submitted to the Membership department in order to be approved. Otherwise, much like an in term downgrade, it is not allowed.

Pause & Freeze cont.

Medical Freeze: A medical freeze is usually set in a time frame that coincides with your physician's letter. A letter from your physician must be submitted to the Membership department for approval and processing. This freeze is at a zero rate monthly. If a member must remain on freeze longer than the six month limit, resubmission of a freeze request must be presented to the Membership department, along with an extension letter from your physician.

Financial Freeze: A financial freeze is set for one of two reasons. If a member has fallen behind and has accumulated a large outstanding balance and cannot catch up, a financial freeze is set. While on freeze, said member will **NOT** have access to the facility for the time period that they will need to catch up on payments, not to exceed six months. Also, a pledge of payment will be signed by both parties (UVAC Management and member) that states that they will continue to make monthly payments until they pay off their outstanding balance and that they understand the terms of their freeze. Monthly payment amounts are determined based off the balance owed. Once their balance is paid, we will reinstate the membership and member will once again have access. The other financial freeze is for those who have not fallen behind on payments yet, but due to life circumstances will have difficulty making future payments. A submittal of a freeze request should be presented to the Membership department for processing. It also **cannot exceed six months.** This freeze is subject to a monthly \$15 rate.