

SVCUAC Membership Freeze Policies

Your membership card is required for all visits to the SVCUAC. Reproduction of lost membership cards will result in a duplication fee of \$5.00. Your membership entitles you and/or your family use of the facility(s) and confirms you and all family members are compliant and in agreement with all rules and regulations established within the facility.

All memberships are Nonrefundable and Nontransferable.

Medical Membership Freeze - Applies to 1 month, 3 month & Annual memberships. A patron is able to freeze their membership due to an illness if:

- The illness is expected to be prolonged for more than 1 week
- A written notice is received by a Customer Service Representative along with a medical note from a practitioner.
- Your Medical Freeze will begin on the day the documents are received by the SVCUAC.
- The SVCUAC will not accept any retroactive requests

General Membership Freeze - Applies to Annual Memberships only.

To request a General Membership Freeze the following must be performed:

- A patron must submit a written request by completing the "General Membership Freeze" request form
- A Customer Service Representative must receive the request no later than 1 week in advance.
- A patron can freeze their Annual Membership no more than 2 times a membership year.
- A patron can freeze their Annual Membership a minimum of 2 weeks and a maximum of 3 months.
- The SVCUAC will not accept any retroactive requests

Annual Shut-Down Membership Freeze - Applies to 1 month, 3 month & Annual Memberships.

- All Memberships will be frozen the length of our annual maintenance shut-down. This will be performed automatically by the Customer Service Representatives.