



9400 DOUBLE DIAMOND PARKWAY
RENO, NV 89521
PHONE: (775) 851-7171
FAX: (775) 851-3908

TO OUR MEMBERS

PROCEDURE FOR PLACING A FREEZE ON YOUR MEMBERSHIP

Due to personal and/or medical reasons or military service, you may wish to place a freeze on your membership at Double Diamond Athletic Club (DDAC).

Those members paying installments may freeze for a maximum period of time as listed below:

- Month-to-Month agreement – maximum of 3 months within a 12-month period
- 12+ month agreements – maximum of 3 months within a 12-month period
- 6-month agreements – a maximum of 1-month
- Less than 6-months – no personal freeze are permitted

A fee of \$15.00 per month per membership will be charged and the term of your membership will be extended by the length of the freeze.

In order to activate a personal freeze, you must submit written notice to DDAC and pay the appropriate fee a minimum of 7 days prior to your billing date. Members that have paid their memberships in full, may submit freeze notification with a minimum of 48-hours notice. Notice and payment must be received for the freeze to take effect. Multiple memberships may be placed on personal freeze if the individual members are specified, and the appropriate fee is paid.

A medical freeze may be placed on a membership at no charge for a maximum of 3 months. A physician must evidence the reason for the freeze in writing. Notice must be received by DDAC for the medical freeze to take effect.

A military freeze may be placed on a membership at no charge. A copy of your orders must be submitted as written notice for the freeze. Notice must be received by DDAC for the military freeze to take effect.

Written notice may be in the form of a letter, fax, or email.

Letters may be mailed to: Attn: Accounting
 9400 Double Diamond Parkway
 Reno, NV 89521

Faxes may be sent to: (775) 851-3908

E-mail may be sent to: accounting@ddaonline.com

Delivery of notice is the sole responsibility of the member and should be confirmed by the member. ***Freezes will not be backdated if you fail to submit the necessary paperwork in a timely manner.***