



Membership Freeze Policy

Introduction

Radojunkie recognises that there may be times when members are unable to attend classes due to prolonged illness, injury, or other significant life events. In such instances, we offer the option to temporarily freeze membership, allowing members to pause their membership without cancelling it entirely.

Eligibility and Conditions

- **Freeze Duration:** Membership can be frozen for a minimum of 1 month and a maximum of 6 months within a 12-month period.
- **Notice Period:** Members must provide at least 30 days' notice for a membership freeze request, similar to the cancellation policy.
- **Documentation:** For freezes related to medical reasons, supporting documentation, such as a doctor's note, may be required.

Procedure for Membership Freeze

- **In Writing:** Requests for membership freezes must be submitted in writing to ensure they are properly documented and processed. Members can request a freeze by:
 - **Email:** Sending a request to contact@radojunkie.com with full name, membership number, the reason for the freeze, and the desired start and end dates of the freeze.
 - **Online Form:** Completing the online freeze form available on our website, including necessary details as mentioned for the email process.

Effect of Freeze

- **Membership Fees:** During the freeze period, monthly membership fees will be suspended. Membership will automatically reactivate at the end of the agreed freeze period, and regular membership fees will resume.
- **Access to Facilities:** Members will not have access to Radojunkie facilities or classes during the freeze period.

Reactivation

Members may choose to reactivate their membership earlier than the scheduled end date of the freeze period by providing written notice via email or contacting Radojunkie directly. Regular membership fees will apply upon reactivation.

Extensions

Should a member need to extend the freeze period due to ongoing circumstances, a request must be submitted at least 7 days before the scheduled end of the current freeze period. Approval of extensions is subject to Radojunkie's discretion and may require additional documentation.

March 2024



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Contact Information

For any inquiries regarding the membership freeze policy or to request a freeze, please contact us:

- Email: contact@radojunkie.com

Radojunkie is committed to supporting our members through all phases of their martial arts journey, including times when they need to pause their training. This membership freeze policy is designed to provide flexibility and peace of mind, ensuring members can return to their training when they are ready.