



## TERMS & CONDITIONS

### How do I freeze my membership?

The freeze policy allows you to temporarily suspend your membership in accordance with the following terms:

The subscription can be frozen for a period of 1 or 2 months - depending on the subscription type - from the start of a payment cycle until the next payment cycle.

- 3 month subscription cannot freeze any months.
- 6 month subscription can freeze the subscription for only one month.
- 12 month subscription can freeze the subscription for only two months.

### I want to cancel my membership; how do I do that?

You may cancel your subscription without any penalty for any of the following reasons:

**Medical:** If your doctor finds you medically unable to receive our services, we will just need a letter from your physician. They do NOT need to give us specifics, just their medical opinion that you are unable to receive our services. You may deliver this note in person to your center's Lifestyle Manager and fill out a cancellation form, or you may send the doctor's note with your request that your membership be canceled via email.

**Relocation:** If you relocate to a country with no °CRYO Franchise, you may cancel your membership with proof of relocation, such as a utility bill, lease or deed to a house, or a letter from your human resources department stating you have been relocated to another region.

**Death:** The membership will be terminated in the event of your death.

In order to cancel this subscription without any of the above reasons, you need to pay °CRYO half of the remaining amount of the purchased subscription and sign the cancellation waiver in person.

### What is my Financial Commitment?

This subscription is only for the use of the purchasing client; it cannot be shared with other members, family, or friends. Within the purchased package, all unused sessions within any given month will not be transferred to any upcoming month.

This subscription cannot be used in tandem with any other ongoing promotion. If a payment does not go through, the client is not eligible to conduct any sessions part of their subscription; this will continue until the payment is authorized.

### Is my subscription fee guaranteed?

We may decide to increase our membership fees, but your fees will not increase in your initial term of membership. We will give you one month's notice of any fee change. If you pay your membership fees as a lump-sum payment, we will only review your membership fees when your membership is due for renewal.

### Can I access all °CRYO centers as part of my subscription or only the center I signed up with?

You can access all our centers provided you book your session in advance- If you do not show up to a booked appointment that has not been canceled 6 hours prior to the booking, the session will be deducted from your package.

Priority for appointments is for booked clients; walk-in sessions are subject to availability. °CRYO has the right to cancel any member's subscription without former notice.

From time to time, °CRYO may partially or fully close and be unavailable for use for reasons including, but not limited to, renovation, repair, special events, or holidays. °CRYO will make every effort to minimize disruption to members during these periods. Hours of operation will be displayed in the Facility and may be modified from time to time.