

# CityROCK Membership freeze request

Damn it's cold in here without your smile  
to warm us up, please come back soon...

Today's date (D/M/Y): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

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## MEMBER DETAILS (cool cat #1)

Name: \_\_\_\_\_ Surname: \_\_\_\_\_

ID #: \_\_\_\_\_ Contact #: \_\_\_\_\_

Email address: \_\_\_\_\_

Reason for freezing: \_\_\_\_\_

Current CityROCK branch: Cape Town  Johannesburg  Pretoria

CityROCK Card Number: \_\_\_\_\_

## FREEZE PERIOD

Start date (D/M/Y): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Next due/Reactivation date (D/M/Y): \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

## THE SERIOUS STUFF: TERMS AND CONDITIONS

- Memberships can be frozen for any duration between one and six calendar months.
- Debit order freezes require a notice period of one calendar month; your next-due debit order will still apply, and your contract will only be frozen at the end of the next month.
- Your freeze will only be considered active once you have received an email confirmation from CityROCK and a corresponding reference number.
- Freezes will automatically be reactivated on the next due date indicated on this form.
- Freeze requests must be given in writing via this freeze form; it is the responsibility of the member to ensure completed documentation is returned to CityROCK via email.
- You, the member, must confirm that the documentation has been received by CityROCK.
- We do not accept paper forms at the front desk, all documentation must be submitted via email.

\_\_\_\_\_  
**MAIN MEMBER NAME (PRINT)**

\_\_\_\_\_  
**SIGNATURE**

After completing and saving this form, please email it back to [jhbmemberships@cityrock.co.za](mailto:jhbmemberships@cityrock.co.za),  
[ptamemberships@cityrock.co.za](mailto:ptamemberships@cityrock.co.za) or [ctmemberships@cityrock.co.za](mailto:ctmemberships@cityrock.co.za) depending on your CityROCK branch.