



# Temporary Billing pause Policy & Request form



## *Who is Eligible*

Students who are enrolled in the **annual/extended membership plan** and a customer for at least one month. Monthly plan customers should have flexibility to pause anytime after the 1st month.

You should submit a *Minimum* of 2 weeks before your billing cycle starts. **Print** and hand this form to our staff after filling it.

## *What is it?*

If you are gone on vacation, you can put a 'pause' on your billing for a **One** month Cycle. Your billing agreement however **will extend** for a month beyond the original end date, for each month paused.

## *How many times can I take benefit of this?*

Once, for every 6-month period of membership. Not more than 2 months in a year.

## *Can I get a half-month or Partial month pause in billing?* **NO.**

## *I had requested a Pause I was eligible for, but I still got billed.?*

Billing pause is determined by your 'Invoice' cycle, not the calendar month. However if you feel we billed you by mistake, please talk to us to have it resolved.



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## **REQUEST for a 1 Month Billing Pause:**

**Student Name:** \_\_\_\_\_

**Month to Pause:** \_\_\_\_\_ **Resume** \_\_\_\_\_

(For office use)/ **Months eligible/Used:** \_\_\_\_\_

**Approved by staff:** \_\_\_\_\_

