**Freeze Script**

*“So (name), you have deferred your membership from (date) to (date). You will see slightly varying amounts come out of your bank account which is completely normal until your deferral period is over and you return to usual debit amounts. Basically the system works out how much your membership payments are on a pro-rata day amount and then calculates amounts owing for all of your club-accessible days for the debit cycle in which your deferral starts as well as the club-accessible days for the debit cycle in which your deferral ends and adds these together. Then, for each day that your membership is frozen (deferred) there is a charge of $0.57cents per day ($8.00 per fortnight). To work out your next debit amount, the system adds your pro-rata amounts to your deferral fees and calculates the difference between this amount and that of your usual debit”.*

At the time a freeze is applied in Exerp, the system will work out the member’s next debit rates based on the following steps:

1. System virtually refunds to the entire subscription fee that was charged on their last debit date, to the member’s payment account

2. Based on the subscription pro-rata day-rate, system calculates charges for all access days in the debit cycle in which the freeze is placed (it will calculate the pro-rata charge from last debit date to 1 day prior to start of freeze).

3. System works out the number freeze days in total and charges $0.57 per day for those days.

4. Based on the subscription pro-rata day-rate, system also calculates the charges for total access days in the debit cycle in which the of the last freeze date falls.

5. System adds all the above charges together and applies them to the payment account.

6. The next debit taken will reflect the difference between their full debit amount and the total of above charges.

Note: if member has a credit sitting in their payment account, this will be taken off their next debit amount.