

ACCOUNTING MANUAL

(updated 10.2025)

PLATINUM MEMBERSHIP LEVELS (Ind/Single Parent/Couple/Family)

➤ **Platinum Family** is defined as:

- o A legally married couple with 2 children under the age of 21:
 - One spouse must be at least 21 years of age.
 - The other spouse must be at least 18 years of age.
 - A \$15 monthly surcharge applies for each additional child under the age of 21.
 - A \$40 monthly surcharge applies for each child between the ages of 21-25.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
- o 2 adults in an exclusive relationship with each other and 2 children under the age of 21:
 - One partner must be at least 21 years of age.
 - The other partner must be at least 18 years of age.
 - All criteria on the Unmarried Affidavit form must apply to the relationship between the Main & Co-applicant. Both signatures are required on the same Unmarried Waiver form.
 - A \$15 monthly surcharge applies for each additional child under the age of 21.
 - A \$40 monthly surcharge applies for each child between the ages of 21-25.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
- o One parent with 3 children under the age of 21:
 - The Main applicant must be at least 21 years of age.
 - A \$15 monthly surcharge applies for each additional child under the age of 21.
 - A \$40 monthly surcharge applies for each child between the ages of 21-25, after the first 2 adults.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.

➤ **Platinum Single Parent** is defined as:

- o An **unmarried** parent and 1 child between the ages of 0-13:
 - Parent must be at least 21 years of age.
 - One additional child between the ages of 0-13 can be added for \$15/month.
 - Children 14 and over cannot be added to a Single parent membership.
- o **Parent must upgrade from Single Parent to a Family membership if one of the following applies:**
 - More than 2 children between the ages of 0-13 are active.
 - At least one child is 14 years of age or over.

➤ **Platinum Couple** is defined as:

- o A legally married couple.
 - One partner must be at least 21 years of age.
 - The other partner must be at least 18 years of age.
- o 2 adults in an Exclusive relationship with each other.
 - One partner must be at least 21 years of age.
 - The other partner must be at least 18 years of age.
 - All criteria on the Unmarried Affidavit form must apply to the relationship between the Main & Co-applicant. Both signatures are required on the same Unmarried Waiver form

- o One parent and 1 child between the ages of 14-25.
 - Parent must be at least 21 years of age.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
- A **Platinum Individual** is defined as:
 - o An individual 21 and older who can sign legal documents on their own behalf.

GOLD MEMBERSHIP LEVELS (Ind/Single Parent/Family)

- **Gold Family** is defined as:
 - o A legally married couple with 2 children under the age of 21:
 - Both spouses must be at least 18 years of age.
 - A \$15 monthly surcharge applies for each additional child between the ages of 0-20.
 - A \$20 monthly surcharge applies for each child between the ages of 21-25.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
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 - o 2 adults in an exclusive relationship with one another and 2 children under the age of 21:
 - Both adults must be at least 18 years of age.
 - All criteria on the Unmarried Affidavit form must apply to the relationship between the Main & Co-applicant. Both signatures are required on the **same** Unmarried Waiver form.
 - A \$15 monthly surcharge applies for each additional child between the ages of 0-20.
 - A \$20 monthly surcharge applies for each child between the ages of 21-25.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
 - o One parent with 3 children under the age of 21:
 - The Main applicant must be at least 18 years of age.
 - A \$15 monthly surcharge applies for each additional child between the ages of 0-20.
 - A \$20 monthly surcharge applies for each child between the ages of 21-25, after the first 2 adults.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
- **Gold Single Parent** is defined as:
 - o An **unmarried** parent and 1 child between the ages of 0-13:
 - Parent must be at least 18 years of age.
 - One additional child between the ages of 0-13 can be added for \$15/month.
 - Children 14 and over cannot be added to a Single parent membership.
 - o **Parent must upgrade from Single Parent to Family membership if one of the following applies:**
 - More than 2 children between the ages of 0-13 are active.
 - At least one child is 14 years of age or older.



- **Gold Individual** is defined as:
 - o An individual 18 and older who can sign legal documents on their own behalf.

SILVER MEMBERSHP LEVELS (Ind/Couple) (Anchorage and Fairbanks networks only)

- A **Silver Couple** is defined as:
 - o A legally married couple. Both must be at least 18 years.
 - o 2 adults in an exclusive relationship with each other.
 - Both partners must be at least 18 years of age.
 - All criteria on the Unmarried Affidavit form must apply to the relationship between the Main & Co-applicant. Both signatures are required on the same Unmarried Waiver form.
 - o One parent with 1 child between the ages of 14-25.
 - Parent must be at least 18 years old.
 - Children 26 and over are not eligible to be added to their parent's membership unless documentation is provided showing conservatorship or special needs.
 - 1 additional child can be added to a Silver Couple membership:
 - Under 21: \$15/month
 - 21-25 yrs: \$20/month
- **Silver Individual** is defined as:
 - o An individual 18 and older who can sign legal documents on their own behalf.

LEAVE OF ABSENCE OPTIONS

Medical Leave of Absence (MLOA)

Members are eligible for MLOA by providing a medical note on doctor's office letterhead or prescription pad to the Member Accounting office for processing.

❖ **Who is eligible?** Any member in a current commitment, fulfilled commitment, or M2M member.

- The account must be in good standing.
- The membership rate is reduced to \$20/month for an individual membership.
- The membership rate is reduced to \$30/month for a couple/single parent/ family membership.
- Medical leave starts the date the medical note is submitted and based on the time restrictions specified on the note. If there are no time restrictions specified, either temporary or indefinite leave will be determined on a case-by-case basis.
- Members requesting to have their medical leave back dated must send an email or letter petitioning the club to backdate; Attn: Member Accounting Manager / accounting@thealaskaclub.com
- A doctor's note must be provided to Member Accounting before the Accounting Manager will review the documentation to determine eligibility for an exception to policy.

****Medical Release – this option is only available to members who purchased an annual agreement and have not met their commitment date. M2M members are not eligible to apply for a medical release.**

- Member who is diagnosed with a prolonged medical condition **after** enrolling into an annual agreement.
- Member must submit a doctor's note to the Member Accounting department that specifies the date of new diagnosis and restrictions based on the recent diagnosis.
- Member is responsible for all dues and fees incurred prior to receiving their medical note.
- Members approved under a medical release are not eligible for a new membership with TAC unless a medical release is provided OR rejoining under M2M terms.

Business Leave of Absence (BLOA)

Members are eligible for a BLOA by providing a letter from their employer on company letterhead that specifies the dates member will be away for work to the Member Accounting office for processing.

❖ **Who is eligible?** Any member in a current commitment, fulfilled commitment, or M2M member.

- The account must be in good standing.
- The membership rate is reduced to \$30/month for all membership levels (Individual, Couple, or Family)
- BLOA is available to use once every 12 months for 1-3 consecutive months, 1 month minimum.
- There is no club usage allowed by any person on the membership unless a guest fee is paid.
- Letter of request from member/employer must be received prior to member leaving.
- Members requesting to have their business leave backdated must send in a letter petitioning the club to backdate; Attn: Member Accounting Manager / accounting@thealaskaclub.com
- The letter from employer must be attached and the Accounting Manager will review the documentation to determine eligibility for an exception to policy

Business Leave of Absence (Military)

Active-duty personnel who want to suspend their membership instead of cancelling can submit a copy of their orders to freeze their membership at no cost for the timeframe printed on their orders.

Leave of Absence (LOA) – ANNUAL MEMBERS ARE ELIGIBLE AFTER 6 MONTHS / MTM MEMBERS ARE ELIGIBLE AFTER 3 MONTHS

LOA is temporary and limited to 1-3 months within a 12-month period at the reduced rate of \$30/month. Club usage is not permitted while the membership is temporarily frozen. Requests for a temporary leave of absence are not backdated.

- Members in an annual agreement are eligible to request a Leave of Absence in exchange for extending their commitment date by the same # of months under the following conditions:
 - The account must be in good standing.
 - Leave of Absence dates must be in monthly increments
 - **A corrected addendum must be signed, dated, and returned to Member Accounting before the request is processed.**
 - Leave of Absence is limited to 1-3 months every 12-month period.
- Members who have fulfilled their initial agreement may email or call Member Accounting with the dates they want to suspend under the following conditions:
 - The account must be in good standing.
 - Leave of Absence is limited to 1-3 months every 12-month period.
- Members who enrolled under a No-Commitment Offer may email or call Member Accounting with the dates they want to suspend under the following conditions:
 - The account must be in good standing.
 - Leave of Absence is limited to 1-3 months every 12-month period.

Snowbird – ANNUAL MEMBERS ARE ELIGIBLE AFTER 6 MONTHS / MTM MEMBERS ARE ELIGIBLE AFTER 3 MONTHS

We allow our long-term members aged 60 and over with dual residences the option to place their membership on Snowbird between the dates of **November 1st – April 30th**.

- Members who are in an annual agreement are eligible to request Snowbird in exchange for extending their commitment date by the same # of months under the following conditions:
 - Either the Main or active Co-applicant on the account must be at least 60 years old.
 - The account must be in good standing.
 - Snowbird leave must be in monthly increments (no partial months while in an annual agreement)
 - **A corrected addendum must be signed, dated, and returned to Member Accounting before the request will be processed**
 - **Membership must remain active for at least 6 months out of the year.**
- Members who have fulfilled their initial agreement may email or call Member Accounting with the dates they want to suspend under the following conditions:
 - Either the Main or active Co-applicant on the account must be at least 60 years old.
 - The account must be in good standing.
 - **Membership must remain active for at least 6 months out of the year.**
- Members who enrolled under a No-Commitment Offer may email or call Member Accounting with the dates they want to suspend under the following conditions:
 - Either the Main or active Co-applicant on the account must be at least 60 years old.
 - The account must be in good standing.

MEMBERSHIP CHANGES – Forms Required

Upgrades – Members who are currently in an annual agreement

- Individuals who are eligible to be added to an existing membership should be directed to the Member Accounting office.
- Members in an annual agreement may upgrade their existing membership by completing an online application for the new membership level.
- Members who have fulfilled their current agreement may complete an online application to upgrade their membership.
- Add-on exceptions may be reviewed on a case-by-case basis (refer to Untraditional Families policy)
- **A \$20 service fee applies to each membership change after the first 2 within a 12-month period**

Upgrades (No-Commitment Membership)

- M2M members are only required to complete upgrade forms.
- M2M members have the option to change their terms from M2M to 12M by completing an online application.
- The new commitment date is effective 12 months from the date the addendum is signed, not the M2M sold date.
- **A \$20 service fee applies to each membership change after the first 2 within a 12-month period**

Add-on To Family Membership

- Complete application with sub-member information (relationship, full name, and date of birth are required)
 - The following forms must be signed by sub-members 18 and over who can legally sign on their own behalf:
 - Application
 - Release Waiver & Indemnity Agreement

MEMBERSHIP CHANGES – Forms aren't required

- Downgrades
- Remove sub-member(s)
- Cancel Good Life or Membership Plus promo prior to the 23rd of the month that their free period ends
- Add/Remove Tennis privileges to their current membership level
- Add/Remove Racquetball privileges to their current membership level
- Update auto pay information over secure line (Member Accounting Department)

FAMILY CHILD SURCHARGES

Our family memberships include 2 adults (married couple or unmarried partners in an exclusive relationship with each other) and 2 children under the age of 21.

- **Child Surcharge**
 - **\$15/month** for each additional child under the age of 21.
- **Adult Child surcharge**
 - **\$20/month** applies to each adult child active on a family account between the ages of 21-25
 - 1 adult child surcharge is waived if a Spouse/Exclusive Partner (Co-applicant) isn't active on the family account.
- **Platinum Adult Child surcharge**
 - **\$40/month** applies to each adult active on a family account between the ages of 21-25.
 - 1 adult child surcharge is waived if a Spouse/Exclusive Partner (Co-applicant) isn't active on the family membership.

Example below: The family below is interested in attending the Splash Park at South and wants to enroll for a Gold Fitness Family membership:

Applicant: Dad
Co-Applicant: Mom
Dependent: Child is 22 years old
Dependent: Child is 14 years old
Dependent: Child is 12 years old
Dependent: Child is 9 years old
Dependent: Child is 5 years old
Dependent: Child is 3 years old

The above membership will include the standard rate (currently \$182/month), \$20 adult child surcharge, and \$45 in additional child surcharges.

UNTRADITIONAL FAMILIES

Occasionally, requests are made to add family members and/or dependents that don't align with our club policy. The most common requests out of policy are:

- Grandparents want to add **grandchildren** to their membership as a dependent.
- Adult children adding **parents/grandparents** to their membership.
- Foster parents adding **foster children** to their membership as a dependent.

For untraditional families the following procedures should be followed:

- All untraditional family memberships must be approved by the Member Accounting manager.
- **Member must submit their request in writing and provide documentation that supports what they're asking before it is considered.**
- Examples of documentation are:
 - Current tax return that lists family members under the age of 26 as household dependents.
 - Guardianship documents for non-biological children on account.
 - Conservatorship/guardian forms with adult named
 - Certain Power of Attorneys: Will be reviewed on a case-by-case basis.
 - Foster Care forms complete with SOA representative signature
 - Host Exchange Programs
 - Au Pair agency letter

LEGACY MEMBERSHIP

A **Legacy** membership is available to adult children who have aged off their family membership at the age of 26 years old. The adult child can complete forms in Member Accounting to receive:

- o \$0 Enrollment
- o Auto pay required
- o Application and Release Waiver must be completed with membership type/rate
- o No Commitment, paying annual rate
- o 30-day notice cancel requirement

CITY TO CITY TRANSFER

Occasionally, members will move from one network to another.

Network Areas:

- o Anchorage/Mat-Su Valley
- o Juneau
- o Fairbanks
- Direct existing members to the Member Accounting office to have their membership transferred in-network. All forms are completed with Member Accounting staff.

EMPLOYEE ROLLOVER

A former employee of The Alaska Club may rollover their employee membership to a standard membership within 30 days of their termination date. A former employee's rollover status is contingent upon their termination.

Former employees **must** contact Human Resources and/or Payroll Clerk if they're interested in rolling over their employee account.

Dennis Sullivan (907) 330-0187 (Human Resources)

Kate Helsel (907) 330-0135 (Payroll)

- **Paying members in agreement who are hired and termed within 30 days or less will resume the original terms of their agreement.**
- Rollovers are processed by the Member Accounting Manager after verification in writing/request is received from HR or Payroll.
- Former employees are held to the membership guidelines in our Member Handbook.
 - o Active sub-members who don't fall under the standard guidelines are removed and can either split from the membership or enroll with Sales.

CANCELLATION OF MEMBERSHIP – Verbal cancellations are never accepted.

- All notices must be in writing or email format and are processed based on the date submitted to The Alaska Club (email time stamped, USPS postdate, online form submission date)
- Accounting@thealaskaclub.com should be shared with members to submit their requests if they are not able to reach our office by phone.
- Members can submit an online cancel form through the website that is auto forwarded to the Member Accounting office. A representative will follow up with an email confirming their cancellation when their request is processed.
- **M2M members are held to a 60-day notice regardless of their reason for cancellation.**
- **Proof of Moving (General):** Members must pay through their 6th month of membership to be eligible to have the cancel fee waived. The cancel fee is not waived if their expiration date falls before their 6th month mark. The moving clause only applies to annual members.
 - Proof of move verifies the member has moved to a NEW residence more than 40 miles from any Alaska Club location:
 - Bill of Lading / shipping receipts for household goods or vehicle
 - Current issued driver's license / ID card Issued on or around cancel request
 - Military orders (see below for additional info)
 - Check stub from new employment showing member's new address
 - **Job offer letters are NOT accepted**
 - Photo of a piece of forwarded mail with USPS yellow sticker, verifying mail was received at the new address.
 - Copy of class schedule – must show member is registered for in-person classes at least 40 miles away from all TAC facilities
 - **College acceptance letters are NOT accepted**
 - **Registration for online class is NOT accepted**
- **Military Move:** Below are the types of Military Orders that members may provide to cancel and have their early cancellation fee waived. Orders will not be accepted if they are dated prior to the annual membership Sold Date.
 - PCS Orders – allows members to cancel their account with a 30-day notice OR 45 days prior to their Report Date, whichever is later.
 - Deployment Orders – allows members (and their spouses) to cancel the membership immediately effective the date their orders are received by The Alaska Club (Member Accounting); No notice is required
 - ETS (Separation) Orders – will be processed per our regular POM policies so long as they show a return to "Home of Record"
 - TDY orders – will consider cancelling without penalty if personnel will be gone for longer than 3 months.

❖ **Orders to Boot Camp (or letters from the recruiter) cannot be used for cancellation unless the return date is AFTER the commitment date. A temporary Business leave would be offered instead.**

14-DAY MONEY BACK GUARANTEE - Verbal cancellations are never accepted. Only applies to new annual enrollments. **Members are limited to using the Money Back Guarantee once in a lifetime**

Our 14-Day Money Back Guarantee gives new annual members the option to try out the club and cancel for any reason. They must submit their written cancellation **on or before their 14th day** of membership to cancel without penalty and receive a full refund for any payments made towards the membership.

- **The 14-day period starts ON the Sold Date**, even if the Effective Date is pushed out.
- Written cancellation can be submitted to Member Accounting directly via email (accounting@thealaskaclub.com), Cancellation form on our website, or in person inside the Member Accounting office.
- Cancellations received after the 14th day can only be approved by the appropriate Regional Sales Director:
 - JJ Bullecer – Region 1
 - Jonathan Cabrera – Region 2
- All cancel letters mailed via USPS should be mailed Certified. We cannot be responsible for mail that doesn't make it to our office.

AUTOPAY PROCESS

All new members are required to provide EFT or CC information.

Our payment processor does NOT accept the following, or similar, as a recurring payment method:

- Chime
- PayPal
- FSA/HSA cards
- Cash App
- Green Dot

The following financial institutions will NOT approve recurring payments unless the member provides their full electronic account number. Autopay will not be activated if the account number appears incomplete. There may be others, but here are the most common that we're aware of:

- Global Credit Union: 13 digits (both Checking and Savings)
- NuVision Credit Union: 12 digits
- CU1 (Alaska branches) – Ranges from 11-14 digits
- Matsu Valley CU: 12 digits

❖ Auto pay Processing:

- ◆ Drafts will start processing on the 5th of the month as payment for the current month.
- ◆ Draft dates are not changeable.
- ◆ **Memberships sold between the 1st and the 21st with their first 30 days free will be billed prorated dues the following month.**
 - **Example: Join Date 5/7. 1st month free: 5/7-6/6 (FREE). Member will be charged in June for the date range: 6/7-6/30**
- ◆ The billing cycle ends on the 25th of every month, regardless of a member's Join Date.
- ◆ **Paperless option is only available to members with an active Autopay and valid email address on file.**
- ◆ **Members who do not provide a valid email address while on autopay will be billed a \$4 monthly statement fee.**

❖ Credit Card Autopay:

- ◆ Payments start processing on the 5th of every month or the next business day if the 5th falls on a weekend or holiday.
- ◆ A \$20.00 CC Return fee applies if the CC Draft is returned for any reason. The draft return will be communicated via phone, letter, and/or email and the credit card will be reattempted for the balance through the 25th
- ◆ A \$10 late fee applies if the statement balance isn't paid on or before the 25th
- ◆ A valid email address is required to avoid a \$4 monthly statement fee

❖ **EFT Autopay (Electronic Funds Transfer):**

- ◆ Payments start processing on the 5th of every month or the next business day if the 5th falls on a weekend or holiday.
- ◆ A \$20.00 EFT Return fee applies if the EFT Draft is returned for any reason. The draft return will be communicated via phone, letter, and/or email and must be paid in full on or before the 25th of the month to avoid a \$10 late fee.
- ◆ A \$3/\$5 ACH discount applies to members paying a 2016 rate or later.
- ◆ **The ACH credit does not apply to accounts TAC acquired from Body Renew**
- ◆ The ACH credit is not applied when a member is on any type of Freeze for the full month.
- ◆ A valid email address is required to avoid a \$4 monthly statement fee