



MORROW MEMBERSHIP FREEZE POLICY



Terms & Conditions Addendum

1. Eligibility

1.1 Members may apply for a Membership Freeze only after completing the first sixty (60) days of their membership term.

1.2 Membership Freeze is not permitted within the final thirty (30) days of the membership term.

1.3 Membership Freeze is available only to active members in good standing with no outstanding payments or breach of MORROW's Terms of Use.

2. Freeze Entitlement

2.1 Members are entitled to a maximum of twenty-eight (28) days of Membership Freeze per Membership Cycle, calculated cumulatively.

2.2 Each freeze request must be for a minimum of fourteen (14) consecutive days.

2.3 Members may submit a maximum of two @ freeze requests per Membership Cycle, subject to the overall entitlement limit.

3. Administrative Fee

3.1 An administrative fee of S\$100 (inclusive of GST) per freeze request applies.

3.2 The fee is:

- Non-refundable
- Payable upon approval
- Applicable regardless of freeze duration

3.3 Administrative fee waiver, if any, is subject to Management approval at its sole discretion.

4. Medical Exceptions

4.1 Requests exceeding the standard freeze entitlement may be considered for medical reasons, subject to review and approval.

4.2 Medical exception requests must be supported by documentation issued by a locally registered medical practitioner.

4.3 MORROW reserves the right to request additional supporting documents.

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4.4 Administrative fee waiver for medical cases may be granted at Management's discretion.

5. Effect of Freeze on Membership

5.1 During the approved freeze period:

- Access to facilities, services, and benefits will be suspended
- Membership payments and financial obligations will continue as scheduled
- No refunds, prorations, or billing suspensions will be granted

5.2 Upon completion of the freeze period:

- Membership expiry date will be extended by the approved freeze duration only
- Validity of unused service credits will be extended correspondingly
- Promotional benefits remain subject to their original terms and validity conditions

6. Request Conditions

6.1 Members are required to submit freeze requests in writing at least seven (7) days in advance of the intended start date via email to **enquiries@morrow.health**

6.2 Requests will not be applied retrospectively.

6.3 All freeze requests are subject to Management approval.

7. Management Rights

7.1 MORROW reserves the right to approve, reject, limit, or revoke any freeze request based on operational, medical, or compliance considerations.

7.2 Misuse or provision of false information may result in suspension or termination of membership in accordance with existing membership terms.

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10 Coleman Street, 02-01, Longevity World, Singapore 179809
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Monday to Friday: 8:30 am to 5:30 pm
Saturday: 8:30 am to 12:30 pm
We are closed on weekends and public holidays.