



MEMBERSHIP POLICIES

1. We reserve the right to refuse service or cancel a membership at any time for any reason. Non-compliance with policies, non-compliance with coaching instruction, or being an asshole will result in us asking you to leave. If we cancel a membership, we will refund the balance of unused time to your card.
2. Only one (1) discount can be applied to a person. There is no discount stacking. Package deals and contracts will not be discounted further.
3. We do offer a \$50 referral bonus to current members who refer someone who signs up for a monthly membership. This referral does not apply to Elements course sign-up. Referral bonuses can only be used as a credit on an existing monthly membership and are non-transferable.
4. Month-to-month membership plans (no contracts) can be canceled at any time. However, we must receive written notification seven (7) days prior to your credit card processing date. It is your responsibility to give us written notice 7 days in advance. Once a payment has been charged to your credit card, we will not refund it.
5. We absolutely do not give refunds if you do not use your membership.
6. Once you sign up for Elements, you can cancel within 48 hours of the 1st day of class and still receive a refund. Elements is otherwise non-refundable.
7. We never make guarantees or warranties of any kind. Your progress is controlled 100% by your actions. Results are not guaranteed, they are earned.
8. We will be closed for the following holidays: Thanksgiving and Christmas Day. We may be closed on the following holidays: New Years Day, Memorial Day, Independence Day, Labor Day, Christmas Eve, New Years Eve. Check the website for up-to-date info on Holiday closings.
9. All class registrations must be entered into ZenPlanner. If you need to cancel, please do so 24 hours before the class session to free up a spot for another athlete. We reserve the right to count absenteeism without proper notice against your paid membership.
10. Memberships may be placed on hold for the following reasons: injury/medical (accompanied by a note from your doctor) and military deployment. Other holds will be considered on a case-by-case basis. Membership holds are never retroactive. The minimum length of a hold is three (3) weeks.
11. Kids are allowed in the gym but they must stay in the coat area and may not play on the equipment, at any time. All kids need to have a waiver signed by the parent. If your kids can't play by themselves and need your constant attention, please consider leaving them at home with a qualified babysitter.