

# Membership Policies

We have designed these policies in order to give you the best possible membership experience, and to allow us to efficiently and effectively administer all of your memberships with our awesome but tiny office staff! We think these policies are fair, and we will try to always be fair and treat you right. If you think something isn't fair, please come and argue with us about it, but don't say we didn't warn you.

*These policies supersede all previous policies and apply to all clients. We reserve the right to update these policies at any time. The term "membership" includes all CrossFit, Sports Performance, Bootcamp, and Youth memberships, as well as any other group class membership we offer. The term "private training session" includes all individual personal training, Private On Ramp, Semi-Private On Ramp, in addition to any other private or semi-private session we offer.*

## all memberships and private training sessions

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1. All memberships and private training sessions are non-refundable, non-exchangeable, and non-transferrable. Just like plane tickets.
2. All memberships and private training sessions must be paid in advance and in full.
3. We reserve the right to cancel or reschedule classes and private training sessions at any time to accommodate holidays or special events. No refunds or credit will be granted due to schedule changes.
4. We don't think this will happen much, but just in case, we reserve the right to:
  - a. Cancel your private training session if you show up more than 15 minutes late (making the session subject to our cancellation policies as detailed below.)
  - b. Kick you out of class if you are a pain in the ass\*.
  - c. Terminate your membership or private training sessions at any time if you are a serial pain in the ass\*. Should it come to this, we will refund you the pro-rated balance on your membership or private training sessions.
5. All memberships are subject to the following rules and limitations:
  - a. You must sign in to EVERY class you attend. This includes all CrossFit classes, Bootcamp/Metcon, Out of Class Training, Olympic Weightlifting, and Kettlebell classes.
  - b. If you are have a Front Desk notification when you sign into class, you must alert a staff member immediately so that your issues may be resolved.
  - c. No out of class training will be allowed to interrupt any class or private training session in any way, whatsoever— it must not be in the way of class or private training, and class and private training have priority use of all equipment. A lead coach may veto supplemental training at any time. Dropping of a barbell while a coach is trying to lead a class is strictly prohibited.
  - d. You should review, understand, and adhere to the HOUSE RULES.
  - e. Participation in group class is at the sole discretion of the PCFLT coaching staff. If the staff has concerns about your ability to safely participate in group class, you may be required to train privately.

*\* Determination of what constitutes a pain in the ass is at the discretion of the Owners. We are reasonable people, and we would only make this determination if you have driven us to the EDGE.*

## **Billing, Auto-Renewal & Expiration Dates**

1. Memberships begin on the date you sign up and then renew on the 1st of the following month. (i.e. if you sign up on the 11th, you'll be prorated for the remainder of the month, then billed each month on the 1st.)
2. All memberships will auto-renew unless you have specifically arranged with us to terminate your membership after a specific period of time.
3. All punch cards expire after 6 months.
4. Failure to attend class does not relieve you of the obligation to pay for your membership.

## **Past Due Payments / What Happens If Your Card Doesn't Go Through**

1. We understand that cards are often lost or stolen or expire, and a charge will sometimes be declined. We ask that in this case, you provide us with updated billing information in a timely manner, which we define as within two weeks. Should your requested payment method fail, and should you fail to specify a replacement method within two weeks, we reserve the right to charge any other payment method for you that we have on file.
2. Payments more than two weeks past due will be subject to a \$20 administrative fee.
3. Should payment be made more than two weeks late 3 or more times, we will require you to pay 1 *additional* month in advance.

## **Hold Policy**

Memberships may be temporarily placed on hold. This is a courtesy to accommodate the occasional illness or injury. Bootcamp 6 Week Challenge memberships cannot be placed on hold. To place a membership on hold, please e-mail [tonya@xlr8athletix.com](mailto:tonya@xlr8athletix.com) with your requested hold dates and a confirmation that you understand the following hold conditions:

- a. The minimum hold period is two weeks.
- b. The maximum hold period is 3 months.
- c. An administrative hold fee of \$20 will be assessed at the start of each hold period.
- d. Holds longer than one month will incur a \$20 charge for each month the membership remains on hold.
- e. Once 3 months of hold has been reached, the membership must either be reactivated, or it will be dropped and any remaining credit will be forfeited. If we do not hear from you regarding what you would like to do with your membership, it will be dropped and any remaining credit will be forfeited.
- f. Extensions of an existing hold will be treated for administrative purposes as an additional hold. Holds may be terminated early at any time.
- g. There are no retroactive holds: you must let us know in advance if you wish to place your membership on hold.
- h. Upon expiration of the hold, the member's account will automatically become active, and payments will resume.

## **Cancellation Policy**

1. Memberships may be cancelled upon expiration of their term (e.g. after the month is up) with no penalty. To ensure you won't be charged, please make sure to submit your cancellation request at least 10 days prior to your renewal date. To cancel a membership, please e-mail [tonya@xlr8athletix.com](mailto:tonya@xlr8athletix.com) with your requested termination date.

## Membership Lapses

1. Our general policy is to honor membership rates as long as the membership is maintained. This means that should our rates increase, you will most likely not be subject to said increase unless you allow your membership to lapse. We reserve the right to take this back if we're struck by some kind of disastrous financial situation, but we promise to try our hardest to make it happen. Members who joined within our first year of operation continue to be subject to our "Old School" pricing policy.
2. Membership lapses include but are not limited to:
  - a. Memberships dropped at the specific request of the member.
  - b. Memberships dropped due to expiration of the maximum hold period.
  - c. Memberships dropped due to non-payment. We will give you a grace period of two weeks to correct any billing issue (expired or invalid credit card) before memberships are dropped for this reason.
3. Should your membership lapse for 6 months or more, OR should you not attend for 6 months or more (to ensure that you will be able to safely participate in class), you must either:
  - a. Book a Test Out(\$20), and pass that Test Out.
  - b. Complete a private review session at current private training rates.

## on ramp, semi-private on ramp & personal training sessions

1. We have a strict 24-hour cancellation policy. If a confirmed appointment is cancelled with less than 24 hours notice, you must make up the session, and will incur a nominal \$25 charge in order to compensate the coach. To reschedule an appointment with more than 24-hours notice, please contact your coach directly.
2. For Semi-Private On Ramp sessions, should any individual member need to miss a session for any reason, that individual must arrange to make it up. This will be a private session that incurs a nominal \$50 charge in order to compensate the coach. If at all possible you should arrange to make up the session you missed prior to the next scheduled group session.
3. All sessions expire one year after purchase.
4. Graduation from On Ramp is at the sole discretion of the PCFLT coaching staff. If the staff has concerns about your ability to safely participate in group class, you may be required to continue training privately.
5. Following On Ramp, you may continue training privately, or attend any classes on the schedule.