

# Membership Policies



## **MEMBERSHIP CANCELLATION POLICY:**

You may cancel your membership and future recurring payments at any time for a fee. Membership cancellation requires a written notice- email to [crossfitvacaville@gmail.com](mailto:crossfitvacaville@gmail.com) of at least 10 business days before next draft date for changes to be effective for that draft date (*NOTE: there will be no refunds for payments made before effective cancellation date*).

## **Cancellation Fees:**

You may cancel your membership and future recurring payments at anytime during the elements program without a fee as long you come in and talk to Andy or Kelsey before your first membership payment. Once membership begins, cancellation requires you to come into the gym and talk to Andy or Kelsey at least 10 business days before next draft date for changes to be effective for that draft date (***NOTE: there will be no refunds for the elements program or payments made before effective cancellation date***). The cancellation fee is 50% of the total amount owed for the remaining contract term (***NOTE: When your contract auto-renews, a new agreement begins and the cancellation fee will be based on the auto-renewed membership***). **Exceptions to the cancellation fee include moving or deployment. Other exceptions must be approved by owner, and will be decided on a case-by-case basis. Any exceptions to the cancellation fee will require sufficient proof.**

Prepaid memberships are excluded from this policy. See prepay refund policy below for more details.

## **MEMBERSHIP HOLD:**

You may be eligible to place your membership on hold for a specific period of time; we reserve the right to make a decision regarding these matters on a case-by-case basis.

Upon expiration of Hold Date, your account will automatically become active and payments shall resume. Hold requires a written notice- email to [crossfitvacaville@gmail.com](mailto:crossfitvacaville@gmail.com) of at least 10 business days before next draft date for changes to be effective for that draft date (*NOTE: there will be no refunds for payments made before effective hold date*). The minimum hold period is 2 weeks and the maximum hold period is 2 months.

## **REFUNDS:**

**CrossFit Vacaville does not offer refunds on any memberships.** If you need to cancel an Auto-pay Contract early, you will be required to pay the contract cancellation fee, which is stated above.

## **Pre-Pay memberships:**

Pre-Pay Memberships are deeply discounted to encourage participation, and therefore, are NON-REFUNDABLE. A hold can be requested until return date, or if approved by owner the remaining membership commitment can be given to another individual.

## **AUTOMATIC RENEWALS:**

After the member's initial commitment expires, the member's contract will automatically renew, and payments will continue until the membership is cancelled via email to [crossfitvacaville@gmail.com](mailto:crossfitvacaville@gmail.com).

## **PAST DUE PAYMENTS / DECLINED PAYMENTS:**

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. Payments over two weeks past due may be subject to a fee.