

# Sudbury Kettlebell Club Member Policies

## Group Memberships, Personal Training & Specialty Programs

Group Memberships and personal training are charged to your account on the 1st of each month. Your first month maybe prorated as needed.

Personal training sessions must be cancelled 24hrs in advance via email to: [info@sudburykettlebellclub.com](mailto:info@sudburykettlebellclub.com). If the session is canceled with less than 24 hours given, the session will be lost and a refund or credit will not be given for the session.

Specialty Programs/classes - All specialty programs are paid in full in advance. There are no refunds, extension, transfers, or credits for any missed classes or unused classes.

## Changes to your membership

Any and all changes to your membership must be given with 14 *days notice of the renewal date* via email. ([info@sudburykettlebellclub.com](mailto:info@sudburykettlebellclub.com))

## Payment

All memberships and private training programs must be paid in advance and in full. All memberships and payments will be on auto-renew and auto-payment. Failure to attend class does not relieve you of the obligation to pay for your membership.

1. If you fail to pay your membership fee (ie, your credit card or debit card processing fails) on the renew date you will be charged a \$35 NSF fee.
2. All Specialty programs/classes, including 4-6 week programs, have a firm start and end date. These programs must be paid in advance and in full before the program begins. A person may still register for the program at its original price 7 days after the program starts, knowing fully that they do not get a discount for the missed class. After the 7 days, a pro rated rate will apply.
3. All Memberships (Group Kettlebell Classes, personal training and Specialty classes) are subject to a yearly price increase.
4. Memberships are the sole responsibility of the individual who registers. Memberships cannot be transferred over to another individual.

## Membership Cancelations

Cancelations must be 14 days prior to the renew of your next payment, otherwise you will be charged for the following month. The applies **ONLY** to group membership and personal training.

Failing to show up or not showing up for classes/programs for an extended period of time is not notice of cancelation. You will be continued to be charged for your membership monthly until 14 days notice is given.

**Refunds**

The Sudbury Kettlebell Club does not refund memberships, personal training or specialty programs. We do not give refunds, therefore, funds will be reallocated to another service within The Sudbury Kettlebell Club.

**Holds**

Membership cannot be put on hold. If need be we will cancel your membership and renew it once you have returned.

**Children in The Gym**

For the safety of your children they must stay in a designated area determined by the coach leading the class at that time. Due to the nature of the activities we do in the gym, including swinging kettlebells, this type of environment is not child friendly, and we don't want anything unfortunate to happen to them. Also, children are not allowed on any of the equipment in the gym (Rig, rings, skipping ropes etc) before or after class as this is for their safety only.

\*\*Obvious exceptions include the Kids Fitness Program or any other program the explicitly says that children are allowed.

**Lost and Found**

Items that are left at gym will be placed on the shelf near the door. If these items stay in the gym for a period longer than 2 weeks, they will be kindly placed in a donation bin.

**Late Policy**

If a member is late to class, they will need to check in with the coach on duty to determine if they will be able to attend class. We typically will extend a 5-10 minute grace period as long as the class is still in the middle of the group warm up, but ultimately it is at the Coach's discretion and safety assessment. Members who are allowed to join the class late, will be given an alternate warm-up to be completed immediately so as not to further delay the class. This policy is meant to ensure that classes run on schedule and in a safe manner. We value your safety as well as our members' and coaches' time, and we ask that all of our members respect this policy and make every effort to arrive on time, if not early for class. Additionally, if a member is consistently late to class and it appears they are abusing the late policy, the member will be asked to attend the next available class of the day.

**Results**

We never make guarantees or warranties of any kind. Your progress is controlled 100% by your actions. Results are not guaranteed, they are earned.

I \_\_\_\_\_ have read and fully understand and agree to the above, and have received a copy of the member policy document.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_