



## MISSION CROSSFIT SA

8842 BROADWAY STREET

SAN ANTONIO, TX 78217

(210) 716-0348

INFO@MISSIONCROSSFITSA.COM

### REFUND POLICIES

#### MEMBERSHIP HOLD

MEMBERSHIP HOLDS MUST BE SUBMITTED VIA OUR WEBSITE NO LATER THAN 7 DAYS PRIOR TO THE START DATE. HOLDS MUST BE A MINIMUM OF 7 DAYS AND NO LONGER THEN 28 DAYS. WE DO NOT BACKDATE ANY HOLD REQUESTS. AT THE 28-DAY MARK OF A HOLD, THE MEMBERSHIP WILL BE AUTOMATICALLY REINSTATED. IF THE MEMBERSHIP IS NOT REINSTATED, THEN THE MEMBERSHIP WILL BE CONSIDERED TERMINATED.

FOR PREGNANCIES, INJURIES, AND OTHER CIRCUMSTANCES, PLEASE EMAIL COACH MEAGAN DIRECTLY AT MEAGAN@MISSIONCROSSFITSA.COM.

#### MEMBERSHIP CANCELLATION

MEMBERSHIP CANCELLATIONS MUST BE SUBMITTED THROUGH OUR WEBSITE WITH A MINIMUM 7-DAY NOTICE TO AVOID A ONE-MONTH MEMBERSHIP PENALTY.

#### POLICIES

NO REFUNDS AVAILABLE.

IF PAYING WITH EFT (ELECTRONIC FUNDS TRANSFER OR ACH) AND A PAYMENT IS DECLINED, YOU WILL INCUR A \$25 CHARGEBACK FEE PER INSTANCE.

ALL PRIVATE, SEMI-PRIVATE AND ASSESSMENT SESSIONS HAVE A 24-HOUR CANCELLATION POLICY. IF THE SESSION IS CANCELLED INSIDE THE 24-HOUR WINDOW, OR THE CLIENT IS A "NO SHOW," THEY WILL BE CHARGED FOR THE SESSION AT THE SCHEDULED TRAINERS RATE.

ATHLETES WILL NOT BE ABLE TO REMOVE THEMSELVES FROM A CLASS THEY HAVE REGISTERED FOR VIA ZE PLANNER LESS THAN THIRTY-MINUTES PRIOR TO CLASS. EX: THE CUT OFF TIME TO REMOVE YOURSELF FROM THE 5:00AM CLASS IS 4:30AM OR FOR THE 12:00PM CLASS, 11:30AM. IF YOU ARE WAITLISTED, THERE IS ALWAYS A CHANCE YOU'LL HAVE, AT MINIMUM, A THIRTY-MINUTE WARNING THAT YOU HAVE BEEN MOVED INTO A CLASS, BE READY! IF YOU DO NOT WISH TO REMAIN ON THE WAITLIST, KINDLY REMOVE YOURSELF OFF THE WAITLIST. ATHLETES THAT NO-SHOW A CLASS THEY REGISTERED FOR WILL BE CHARGED AN AUTOMATIC \$20 NO-SHOW FEE. PLEASE NOTE THAT YOU HAVE UP TILL THE FINAL THIRTY-MINUTES PRIOR TO CLASS TO REMOVE YOURSELF FROM THE CLASS YOU REGISTERED FOR, AS STATED ABOVE.