



MISSION CROSSFIT SA

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REFUND POLICIES

MEMBERSHIP HOLD

MEMBERSHIP HOLDS ARE ACCEPTED FOR UNLIMITED AND YEARLY MEMBERSHIPS ONLY. 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.

MEMBERSHIP CHANGES

MEMBERSHIP CHANGES MUST BE SUBMITTED THROUGH OUR WEBSITE WITH A MINIMUM 14-DAY NOTICE TO AVOID A BEING CHARGED THE PREVIOUS MEMBERSHIP RATE.

MEMBERSHIP CANCELLATION

MEMBERSHIP CANCELLATIONS MUST BE SUBMITTED THROUGH OUR WEBSITE WITH A MINIMUM 14-DAY NOTICE OR YOU WILL BE CHARGED ONE-MONTHS MEMBERSHIP FEE.

MONTHLY MEMBERSHIPS AUTOMATICALLY RENEW EACH MONTHLY. NO REFUNDS FOR PARTIAL MONTHS.

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 TRAINER'S 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. 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.