



## **AUTOMATIC RENEWAL:**

All Monthly Session Based Membership plans are paid by weekly automatic electronic payment (credit card, debit card, or automatic checking account draft). Monthly memberships will automatically renew each week at the same payment terms and billing date established at time of enrollment. All prepaid plans (3, 6, and 12 month blocks) are paid upfront and will automatically renew upon expiration at the same rate and terms as the initial membership. Any changes to plan, or cancellation must be received 60 days in advance of next billing cycle or plan expiration date. It is the members responsibility to monitor membership expiration and renewal dates.

## **MEMBERSHIP CANCELLATION:**

Month-to-Month plans and memberships can be canceled at any time, however all cancellation requests must be submitted via our cancellation request form and received thirty (60) days prior to your credit/debit card processing date. All plans and monthly memberships require a minimum of 30 days written notice prior to next billing date to assure cancellation of automatic payments. Cancellation requests submitted within the 60 day billing cycle will result in a final payment drawn from your account on your established auto draft date. Once final payment has been drawn from your account, clients will have 30 days from the last bill date to use the facilities. It is your responsibility to provide written notice 30 days in advance of your next billing date. There will be no refund issued once a payment has been charged to your credit card. All monthly recurring term plans of 6 months and 12 months require 30 days written notification prior to your next bill date and will incur an early cancellation fee equal to one month membership for that plan.

## **MEMBERSHIP UPGRADES AND DOWNGRADES:**

All members are welcome to upgrade or downgrade their membership plans or packages without penalty. Memberships can be upgraded at the start of the next billing cycle. However if a member wishes to upgrade immediately their new membership plan will be prorated based on the number of days remaining in their

current billing cycle at their new rate. At the start of the next monthly billing cycle they will be charged at their full membership rate.

If a member wishes to downgrade their membership to a lower session based plan they must wait until their next monthly bill date for the new plan to be effective. Please note, changes cannot be made retroactively.

## **ATTENDING MORE SESSIONS THAN ALLOWED BY YOUR MEMBERSHIP PLAN:**

If a member attends more classes than his/her plan allows in a month, they will be charged a fee of \$25 per additional session. For example if a member has a 9 session per month plan, but attends 12 sessions within their monthly billing cycle they will be charged their 9 session per month membership fee as well as an additional \$25 for the additional three classes attended. Class fees for additional classes will be billed directly to the members card on file at the end of the month. If a member consistently attends more sessions than their plan allows, it is highly recommended they consider upgrading to a higher session membership for the cost savings

## **MEMBERSHIP HOLDS AND ACCOUNT FREEZES:**

Clients may put their membership on freeze or hold, for a period no less than thirty (30) days (or one calendar month), and for up to sixty (60) days (two calendar months) per calendar year. Notice of freeze must be given to our GM via our prior to the membership hold form first day of the requested hold and will not be issued retroactively. Holds cannot be issued for personal travel under 3 weeks. All payments drawn prior to the requested hold will not be refunded. Clients will not be billed for frozen months, and billing will resume automatically upon end of the freeze period. All prepaid clients will have memberships extended by the number of frozen months. Holds longer than ninety (60) days may be issued for members of the military on temporary duty assignment with advanced notification. If client chooses to cancel membership during the hold or freeze period, written notification must be issued within 60 days prior to the end of the hold period, and clients will be billed per our cancellation policies.

## **MEMBERSHIP LAPSES AND MEMBERSHIP REACTIVATION:**

If you choose to cancel your membership at any time and return at a later date you will be subject to any rate increases at the time of enrollment.

## **REFUNDS:**

D1 Hendersonville will not provide refunds retroactively for any cancellation requests. Membership cancellations are only processed by sending written notification via email to D1Hendersonville@D1Training.com. Please do not send cancellation messages to our Facebook page or other social media sites.

D1 Hendersonville does not issue refunds if you do not use your membership, nor can you carry over sessions to the next month if you missed a class. No exceptions.

## **DISCOUNTED MEMBERSHIP PLANS AND PACKAGES:**

D1 Hendersonville provides discounted rates to public service members to include all active and retired military, law enforcement, fire and rescue personnel as well as teachers, nurses and students. We also provide discounts to dependents of all active military, LE and fire and rescue personnel. In order to receive the discount a valid identification is required at the time of membership enrollment. Please inquire with our staff for more details on discounted plans and packages.

## **SAFETY:**

We reserve the right to scale or stop your training session if it is deemed unsafe. This particularly applies to Open Gym.

D1 Hendersonville reserves the right to refuse service to anyone for any reason. We reserve the right to cancel a client's membership at any time for any reason. If your membership is terminated by D1 Hendersonville for any reason; we will refund the balance or remainder of any prepaid, unused membership.