

Cahoots Fitness Policies

HOLDS ON ACCOUNTS

Illness

We will add back on a **minimum of 3 days** and a **maximum of 14 sick** days per semester onto memberships (not punch cards), for no charge. To have the dates added on, the member must email the info@cahootsfitness.com email address with the dates of the illness (so we have a record in writing), after recovery from the illness. The office manager must email them back letting them know the new “auto renew” date of their membership after the hold is added.

Injury

We will add back on a **minimum of 3 days** and a **maximum of 14 injury** days per semester onto memberships (not punch cards), for no charge OR more with a doctor’s note. To have the dates added on, the member must email the info@cahootsfitness.com email address with the dates of the injury (so we have a record in writing). The office manager must email them back letting them know the new “auto renew” date of their membership after the hold is added.

Maternity leave

We will put an account on HOLD for 12 weeks for pregnancy/maternity/birth reasons, for no charge. The HOLD can be extended longer for no charge with a doctor’s note, or the member can pay \$10 to hold the account for up to 30 days longer without a doctor’s note. To put the account on hold, the member must email the info@cahootsfitness.com email address with the dates they are requesting for their membership to be on hold. The office manager must reply to confirm the hold has been added, and state the date the hold will come off and the date the membership will auto-renew.

Vacation or other personal reasons

We will put a membership on hold for up to a month for a charge of \$10. To put the account on hold, the member must email the info@cahootsfitness.com email address with the dates they are requesting for their membership to be on hold. The office manager must reply to confirm the hold has been added, and state the date the hold will come off and the date the membership will auto-renew.

Bereavement

We will put an account on HOLD for up to **14 days** for bereavement reasons, for no charge. To put the account on hold, the member must email the info@cahootsfitness.com email address with the dates they are requesting for their membership to be on hold. The office manager must reply to confirm the hold has been

added, and state the date the hold will come off and the date the membership will auto-renew.

REFUNDS

There is no fee for canceling a membership renewal before a payment has been made on it. They must give a reason to the office manager for canceling, and the office manager must record that reason in Zenplanner and any tracking documents.

We will refund a paid-for membership that has not been used yet, but a 5% processing fee will apply. A membership that has been used (even once) cannot be refunded or prorated.

We do NOT pro-rate memberships, and a membership cannot be upgraded or changed in the middle of the month - it must be completed and changed for the next month's renewal.

FREE CLASSES AND OUT-OF-TOWN GUESTS

-Out of town guests coming more than once can purchase a punch card or pay the drop in rate.

-Free classes are not available on Saturdays; we offer a special \$5 drop in price on Saturdays