

MEMBERSHIP POLICIES

MEMBERSHIP PLAN RENEWALS, CHANGES AND CANCELLATIONS:

AUTOMATIC RENEWAL:

All membership plans are paid by monthly automatic electronic payment (credit card, debit card, or automatic checking account draft). Your general membership will automatically begin after the 30-day on-ramp period is over. Monthly memberships will automatically renew each month at the same payment terms and billing date established at time of enrollment. Any changes to plan, or cancellation must be received 30 days in advance of next billing cycle. It is the members responsibility to monitor membership expiration and renewal dates.

MEMBERSHIP CANCELLATION:

All of our memberships are month-to-month plans and memberships can be canceled at any time, however we must receive a "cancellation form" thirty (30) days prior to your credit/debit card processing date to cancel your monthly membership. The cancellation form can be found at the bottom of the NNCF website homepage. All plans and monthly memberships require a minimum of 30 days cancellation notice prior to next billing date to assure cancellation of automatic payments. Cancellation requests submitted within the 30 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, members will have 30 days from the last bill date to use the facilities. It is your responsibility to fill out the cancellation form online 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.

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 (e.g. move from an unlimited plan to a 12 sessions per month 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 YOUR MEMBERSHIP:

If a member attends more classes than his/her plan allows in a month, they will be charged a fee of \$10 per additional session. For example if a member has a 12 sessions per month plan, but attends 15 sessions within their monthly billing cycle they will be charged their 12 session per month membership fee as well as an additional \$30 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:

Members 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 ninety (90) days (three calendar months) per calendar year. Notice of hold must be given to NNCF (located bottom of the website homepage "Membership Hold Request Form") prior to the first day of the requested hold and will not be issued retroactively. 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 (90) 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 (via website cancellation form) must be issued within 30 days prior to the end of the hold period, otherwise clients will be charged a final month of membership upon hold release.

REFUNDS:

NNCF will not provide refunds retroactively for any cancellation requests. Membership cancellations are only processed by filling out the member cancellation form on our website (bottom of the page). Please do not send cancellation messages to our Facebook page or other social media sites.

NNCF 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.

REFERRALS:

We love nothing more than referring a friend to come try NNCF. Every other Thursday we welcome your friends to come try out a class for free all day. We even have an offer called "Give 50/Get 50". Through NNCF's website, fill out your friend's name and email address, and we'll send them an offer for \$50 off their first month of training. When they become a member, you get \$50 off your next month of training, too. Please note, that referrals cannot be applied retroactively.

KIDS AND DOGS POLICY:

NNCF prides itself on being a kid and dog-friendly gym. But in the interest of keeping everyone as safe and focused on their fitness as possible, we ask that you adhere to these policies regarding children and our four legged friends. All children need to be able to sit unattended at the front of the gym. Our coaches are not responsible for your children or your pets. If your child is screaming please attend to them. Children are not allowed on the equipment at any time (to include rings, bumper plates, and boxes), and must be off the gym floor during classes. This goes for our furry friends as well. Please clean up after your children to include any snacks they may want to enjoy during the class. We pride ourselves on keeping a clean and rodent/pest free environment for our members.

Dogs that bark, whine, jump or bite are not allowed at the gym. Dogs must be on a leash at all time. We reserve the right to ask you to remove a disruptive dog at any time. Our staff is not responsible for your dog or any messes they make. Please always ask management first if it is ok to bring your dog to class, please do not assume it is ok without first seeking permission.

SAFETY:

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

NNCF 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

NINCF for any reason; we will refund the balance or remainder of any prepaid, unused membership.