



## KINGFIELD BILLING POLICIES

### Setting up your billing

Should you schedule a follow-up session after the first free meeting with one of our coaches, we ask that you bring a credit card along in order to get your membership set up. If you are to continue to train at Kingfield, we must establish the membership at this time for liability reasons for recurring attendees. When you arrive at your next session, your Foundations coach will take you through our membership process, get you into our system and get a card on file. Any questions that you may have regarding our policies can be found below.

### Billing Policies

Currently, we offer a individual (\$179/mo) and family (\$249/mo) unlimited monthly membership option. We do not have contracts on these offerings - you are auto-billed month to month. We require that a credit card be on file for these transactions. We bill on the 1st or the 15th of the month, the choice is up to you.

Family memberships apply only to those living at the same address. Should this living arrangement cease, both members must provide notice of the change *immediately* and billing will adjust to individual membership upon notification.

We offer a 15% discount for students and military/LEO/firefighters.

### Cancellations/Holds

We do not have contracts on our memberships but we do require 30 days notice for cancellation of a membership. Members must provide **written notice** of their cancellation to [caitlin@crossfitkingfield.com](mailto:caitlin@crossfitkingfield.com). The date of the email will mark the start of the 30 day period. Members are allowed to attend until the end of the final payment (i.e. if you cancel on the 12th, you will be billed for a final time on the 15th and may attend until the 14th of the following month).

THERE ARE NO EXCEPTIONS TO THIS POLICY.

We offer two **one month holds**, to be taken separately or consecutively within a calendar year. We require **written notice** of the hold 14 days prior to be submitted to [caitlin@crossfitkingfield.com](mailto:caitlin@crossfitkingfield.com). If you submit your request for hold within 14 days of your requested time, you will still be billed for the upcoming payment.

You cannot attend the gym during the time period of the requested hold.

If you have further questions about membership, please contact us.