



Recurring Payment Cancellation Policy

Per the terms and conditions for all recurring services (adult and youth group training classes, personal training, individual design programming and semi-private training) provided by CrossFit Rutherford, it is required that you provide a minimum of 4 weeks written notification of cancellation prior to your next credit/debit card processing date. Cancellation requests submitted within the monthly billing period will result in a final payment drawn from your account. Once the final payment has been withdrawn from your account, you will have the option to continue services for the remainder of that billing period. Under no circumstances will a request for cancellation be accepted via text or messenger. There will be no refunds issued once a payment has been processed. Note: we will pause an account at a charge of \$10/month. Once an account has been cancelled, there will be a \$35 reactivation fee.

Personal Training Cancellation Policy for Individual Sessions

24 hours notice prior to your scheduled appointment must be given to cancel your training appointment or your package will be charged for that session. If there is availability, a rescheduled appointment for the same day with less than 24 hours notice will be saved. In case of an emergency, please text or call your trainer as soon as possible to allow them to try and fill your spot. You may also text or call Jennifer at 615-202-7957 so she can relay the information to your trainer. If your time slot can be filled, your package will not be charged. This policy is not only to give you an incentive to not miss your training session, but also protects the facility, as the trainer must be paid regardless of "no shows."

Thank you in advance for your compliance. Please contact crossfitrutherfordbilling@gmail.com for questions or more information.