

Workout Harder Cancellation Policy

At Workout Harder Fitness, we strive to provide the best service and experience for our members. We understand that circumstances may arise requiring membership cancellation or refunds. Below is our policy to ensure clarity and transparency:

1. Membership Cancellation

1.1. Monthly Memberships:

- **Notice Requirement:** Members may cancel their monthly membership at any time with at least 7 days' written notice before the next billing cycle.
- **Cancellation Process:** To cancel, members must complete a cancellation request form in-person at the gym, or contact Deb via text at [860-919-3790](tel:860-919-3790).
- **Final Billing:** If cancellation is submitted less than 7 days before the billing cycle, the cancellation will take effect the following month.

1.2. Annual Memberships:

- Annual memberships are non-refundable after the first 30 days.
- Cancellations made within the first 30 days of membership will be eligible for a prorated refund, minus a \$50 administrative fee.

1.3. Special Circumstances:

Annual members may cancel without penalty under the following conditions (supporting documentation may be required):

- Medical issues preventing gym use.
- Relocation to an area more than 25 miles from the gym.
- Military deployment.

2. Refund Policy

2.1. Membership Fees:

- Refunds for eligible cancellations (e.g., annual memberships canceled within 30 days) will be processed within 10 business days after receiving the cancellation request.
- Monthly memberships are non-refundable after billing has occurred.

2.2. Personal Training and Class Packages:

- Unused personal training or class package sessions are eligible for a refund within 7 days of purchase. A \$25 administrative fee applies.

- Refunds will not be granted for unused or expired sessions.

2.3. Merchandise:

- Refunds or exchanges for gym merchandise are accepted within 7 days of purchase if items are unused and in original packaging.

3. Freeze Policy

Members may request to temporarily freeze their membership for a maximum of 3 months per year for the following reasons:

- Medical issues (documentation required).
- Extended travel or relocation.
- Fee: A \$10/month freeze fee applies.

4. Payment Disputes

If you believe there has been an error in billing, please notify us within 7 days of the charge date. We will investigate and resolve any discrepancies promptly.

5. Contact Information

For cancellations, refunds, or inquiries, please contact us:

- **Phone:** [860-919-3790](tel:860-919-3790) - Deb
- **In-Person:** Visit the front desk at Workout Harder Fitness.

We value your commitment to health and fitness and aim to make your membership experience seamless. Thank you for choosing Workout Harder Fitness!