



## ***MEMBERSHIP POLICIES***

### **ACCESS MEMBERSHIP RATES:**

- Regular membership fee is \$30 per month.
- One-Time registration fee is \$45 per registrant
  - Those renewing after membership has lapsed for more than 6 months will need to pay a new member registration fee.
- Household registration fee is \$45 for all members living at the same residence and joining at the same time (household members who join at a later date must each pay a registration fee.)

### **PAYMENT OPTIONS:**

- Membership fees can be paid by monthly auto-withdrawal from a bank account (see registration form.)
- Membership fees can be paid by cash or check as a 3-month pre-payment (choosing not to pay each quarter DOES NOT cancel your membership; your quarterly bill will continue to accrue without proper cancellation.)
- WE DO NOT ACCEPT MONTHLY CASH OR CHECK PAYMENTS.
- Due to increased card fees, debit or credit cards will not be accepted for membership payments.

### **STARTUP CHARGES:**

- The first payment for members joining on monthly auto-withdrawal **before** the 15<sup>th</sup> of the current month will include: the registration fee and prorated membership fees for the remainder of the current month. Auto withdrawal payments will begin on the 5<sup>th</sup> day of the following month.
- The first payment for members joining on monthly auto-withdrawal **after** the 15<sup>th</sup> of the current month will include: the registration fee, prorated membership fees for the remainder of the current month, and payment for the first full month of membership. Auto withdrawal payments will begin on the fifth day of the second following month.
- The first payment for members joining on quarterly prepay **before** the 15<sup>th</sup> of the current month will include: the registration fee, prorated membership fees for the remainder of the current month, and payment for the three months following.
- The first payment for members joining on quarterly prepay **after** the 15<sup>th</sup> of the current month will include: the registration fee, prorated membership fees for the remainder of the current month, and payment for the three months following.

### **LATE FEES:**

- Member fees not paid by the 5<sup>th</sup> of the month that they are due will result in automatic key deactivation.
- A \$10 late fee will be charged to reactivate key fobs.
- Members will be charged any incurred fees from the bank - returned automatic withdrawals for reasons such as insufficient funds, closed bank account, or revoked authorization.

### **KEY FOB:**

- There will be a \$15 replacement fee for lost fobs.

### **CANCELLATION TERMS:**

- Monthly memberships must be canceled by returning your key fob (there will be a \$15 fee for non-returned fobs) **AND** by written notice no later than the 15<sup>th</sup> day of the month prior, in order to avoid recurring charges the following month. If cancellation is received after the 15<sup>th</sup>, the membership will be canceled the second month following. (ex: notice is given Jan 20<sup>th</sup>, membership will be canceled and charges will no longer occur as of March 5<sup>th</sup>. Payment will still be collected in Feb.)
- Pre-paid memberships are non-refundable if canceled prior to the end of the paid term.
- To effectively cancel membership, you must email us at: [dburnsfitness@gmail.com](mailto:dburnsfitness@gmail.com) or submit your cancellation request in writing (including name & date) **along with your key fob** to the payment box at the gym counter.
- A \$15 fee will be charged to those who do not return their key fob upon cancellation.

### **GUEST POLICY:**

- Members may bring a guest with them. Guests must pay a \$10 drop-in fee at each visit, up to 3 visits per year. After 3 visits, guests must sign up for one of our membership options.
- Under **NO** circumstances are non-paying persons allowed to be let into the gym. **(THIS WILL RESULT IN IMMEDIATE CANCELLATION OF MEMBERSHIP.)**

### **CLASS FEES:**

- FREE group workouts are included with monthly membership fees at no extra charge.
- Classes with a paid instructor are paid to instructor by the date of the first class attended at the listed rate, or as follows:
  - Non-members will pay the full class fee to attend. Those only attending classes and NOT paying a membership and registration fee will not be issued a key to the gym. They will be given access by an instructor at class time.
  - Silver & Fit, Silver Sneakers & Optum-Renew Active class fee is \$30 per month (plus tax) or eligible insurance-paid.
  - Member will be responsible for monthly fee (or remainder of) if not paid in full by insurance.
  - Class attendees will not be issued a key fob unless they have paid for a membership.

## ***MEMBERSHIP GUIDELINES***

### **CHECK-IN PROCEDURE:**

- Opening the front door can be tricky with weather changes. Push in, then quickly pull on the handle after scanning your key fob at the sensor pad.
- Insurance members **ONLY** must sign in at the front desk to check in at each visit for insurance billing purposes.

**(All other members are signed in when your key fob is scanned at the door.)**

- Facility users must provide their own towels/shampoo for shower use.
- Members age 16 and above **ONLY** – under 16 must be accompanied and supervised by an adult member.
- All visits to this location will be monitored and stored on video.
- We have zero tolerance for bullying. This includes intimidating and harassing through words or actions both directly and indirectly. Please be respectful of ALL fellow members and staff.

### **PROPER FITNESS ATTIRE:**

- Appropriate workout wear is required.
- Clean athletic shoes must always be worn in the gym. **(We prefer shoes only worn inside.)**

- NO SANDALS OR OPEN-TOED SHOES ALLOWED DURING WORKOUTS.

**EXERCISE AREAS:**

- Please call one of our staff for assistance if you are unsure of proper equipment use.
- Re-Rack ALL weights and return bars to their proper storage areas after EACH use.
- Clean up after yourself, including any garbage left.
- Turn off TV, music, and any fans or lights you may have turned on before leaving the gym.
- PLEASE WIPE down all cardio and weight equipment with spray and paper towels after use.
- Back room is open for workout use, but closed when classes are in session.
- Be cognizant of others in the gym when selecting music and the volume. Individual headphones or earbuds are preferable to avoid clashes.
- ABUSE of CPA fitness equipment or property will result in termination of membership privileges: "Abuse of Equipment" includes but is not limited to: dropping or banging of dumbbells, barbells; misuse of cardio equipment, and/or vandalism of any kind.
- PLEASE report any violations during non-staffed hours by calling the owner. (See contact info below.)

**THANK YOU for joining Complete Physique Anytime Health & Wellness!  
We appreciate your membership.**

**Owner Contacts:** Call/text Dixie Burns, 360.355.4551 or email [dburnsfitness@gmail.com](mailto:dburnsfitness@gmail.com)

(Please contact owner for Membership sign-ups, Personal Training, Nutrition or Hypnotherapy inquiries, Billing concerns, Fitness Class information and Senior Citizen Programs.)