

CrossFit WODs – Billing & Membership Renewals

CrossFit Crazy Strong – (Partnering with AAC & Zen Planner Full-Service Billing)

1. NO LONG-TERM CONTRACTS / ONE LOW PRICE — (WOD Memberships)

No Contracts: For your convenience, we do not have or require our members to sign long-term contracts for WOD Memberships.

One Low Price: We provide each of our members with the same level of service at the same low price with no discount rates based on special conditions.

In order to keep WOD membership costs low for all members, we charge the same low monthly rate to all CrossFit Crazy Strong members, with **NO LONG-TERM CONTRACTS** and **ONE LOW PRICE**. All WOD membership payments are due on the first of each month, with WOD memberships automatically renewing at the end of each month, and automatically billing to each member's account-on-file.

2. STANDARD PRICING — (\$140 WOD Memberships / No Cancellation Fee / No Minimum Commitment Period)

Initials: _____

Standard Pricing Rate: \$140.00 / Month. With our standard pricing, you pay month-to-month, and you can cancel anytime with no Cancellation Fee and no Minimum Commitment Period.

Cash or Check Non Auto-Pay: For the benefit of all CrossFit Crazy Strong Members, we want our coaches to focus solely on coaching and not on tracking down, collecting, and processing monthly membership fees. Therefore, WOD members who wish to pay their monthly WOD membership by check or cash—thereby opting out of the automatic payment—will be required to pay the Standard Pricing Rate of \$140/Month, which includes an additional \$21.00 monthly administrative service fee to manually collect and process renewals and payments.

Auto-Renewal / Auto-Pay: If you would like the freedom to cancel your membership at any time with **NO CANCELLATION FEE** and **NO MINIMUM COMMITMENT PERIOD**, but you still prefer the convenience of Auto-Renewal/Auto-Pay, then you can opt for the \$140 Standard Pricing Rate to be set up with Auto-Renewal/Auto-Pay by checking the box and initialing below. A 10-Day Written Cancellation Notice is required to stop your Auto-Renewal/Auto-pay prior to the next month, but the Cancellation Fee would be waived. **YES, Set me up for Auto-Renewal / Auto-Pay** INITIALS: _____

3. CREDIT CARD COMMITMENT PRICING — (\$129 WOD Memberships / \$65 Cancellation Fee / 90-Day Minimum Commitment Period)

Initials: _____

Commitment Pricing Rate for Credit Card Auto-Pay: \$129.00 / Month. To receive our \$129 Commitment Pricing rate requires that you agree to all five of the following terms: **1)** You must have two credit/debit accounts on file (one primary and one backup) with your membership account; **2)** You authorize CrossFit Crazy Strong to Auto-Renew / Auto-Pay your monthly membership fee via credit or debit card; **3)** You commit to keeping your membership account active and funded for the Minimum Commitment Period of 90 days after signing this agreement; **4)** You agree to provide a minimum 10-Day Written Cancellation Notice; and **5)** You agree to pay a \$65 Cancellation Fee, should you need to cancel your membership for any reason. Commitment Pricing is not available for cash or check payments.

Auto-Renewal: WOD memberships automatically renew 10 days prior to the first day of the upcoming month.

Auto-Pay: At midnight on the first day of the month, your account-on-file will be automatically billed for that month's WOD membership. Auto-billing helps to keep our administrative costs low, so we can keep your membership costs low.

10-Day Written Cancellation Notice: Our extremely low Commitment Pricing rate is **ONLY** for members who are committed to their long-term health and fitness, by making CrossFit a way of life. To keep our Commitment Pricing rates this low, **we require a 10-Day Written Cancellation Notice as well as a \$65 Cancellation Fee**. If you wish to stop your Auto-Renewal/Auto-Pay and cancel your Commitment Pricing Membership, you will need to submit a 10-Day Written Cancellation Notice by clicking on the **CANCELLATION** link at the bottom of our homepage at www.crossfitcrazystrong.com/cancellations/.

4. CHECKING EFT COMMITMENT PRICING – (\$119 WOD Memberships / \$65 Cancellation Fee / 90-Day Minimum Commitment Period)

Initials: _____

Commitment Pricing Rate for Checking EFT Auto-Draft: \$119.00 / Month. To receive our lowest Commitment Pricing rate requires that you agree to all six of the following terms: **1)** You must provide a voided check with your Routing Number and Checking Account Number as your primary payment method for monthly Auto-Draft; **2)** You agree to have at least one credit/debit account on file as your backup payment method; **3)** You authorize CrossFit Crazy Strong to Auto-Renew / Auto-Draft your monthly membership fees from either your primary checking account on file or your backup account on file; **4)** You commit to keeping your membership account active and funded for the Minimum Commitment Period of 90 days after signing this agreement; **5)** You agree to provide a minimum 10-Day Written Cancellation Notice; and **6)** You agree to pay a \$65 Cancellation Fee, should you need to cancel for any reason. Commitment Pricing is not available for cash or check payments.

Auto-Renewal: WOD memberships automatically renew 10 days prior to the first day of the upcoming month.

Auto-Pay: At Midnight on the first day of the month, your account-on-file will be automatically billed for that month's WOD membership. Auto-billing helps to keep our administrative costs low, so we can keep your membership costs low.

10-Day Written Cancellation Notice: Our extremely low Commitment Pricing rate is **ONLY** for members who are committed to their long-term health and fitness, by making CrossFit a way of life. To keep our Commitment Pricing rates this low, **we require a 10-Day Written Cancellation Notice as well as a \$65 Cancellation Fee**. If you wish to stop your Auto-Renewal/Auto-Pay and cancel your Commitment Pricing Membership, you will need to submit a 10-Day Written Cancellation Notice by clicking on the **CANCELLATION** link at the bottom of our homepage at www.crossfitcrazystrong.com/cancellations/.

5. CANCELLATION POLICY — (WOD Commitment Pricing Memberships)

Initials: _____

Cancellation Fee – Commitment Pricing Memberships: \$65.00 Charged immediately upon submitting 10-Day Written Cancellation Notice.

Since we cannot put temporary holds on memberships, any breaks in your membership will require a 10-day Written Cancellation Notice and payment of the \$65 Cancellation Fee. For all members on the Commitment Pricing Rate structure, a Cancellation Fee will be automatically charged to the member's account-on-file upon receiving the 10-Day Written Cancellation Notice. This applies to any Commitment Pricing member, whether they are 1-month or 3-years into their WOD Membership, regardless of the reason for the cancellation.

On-Line Cancellation: We have a very simple cancellation process. If you wish to stop your Auto-Renewal/Auto-Pay and cancel your membership, you will need to submit a 10-Day Written Cancellation Notice by clicking on the **CANCELLATION** link at the bottom of our homepage at www.crossfitcrazystrong.com/cancellations/.

Cancellation Questions: If you have questions regarding your cancellation, you agree to call or email the Full-Service Billing company who manages our billing services—Affiliated Acceptance Corporation (AAC) in partnership with Zen Planner at 1-800-806-6049 or billing@zenplanner.com. The same cancellation terms and conditions apply to Cancellations by Phone as On-Line Cancellations.

10-Day Written Cancellation Notice Required: By signing this policy and agreeing to our low Commitment Pricing Rate structure for your WOD Membership, you understand that you must provide a minimum 10-day advanced notice prior to your cancellation taking effect. Your membership cancellation will take effect on the last day of the current month. If your Written Cancellation Notice is submitted with less than 10 days remaining in the current month, then your membership cancellation will take effect on the last day of the next month. To avoid an additional month's payment, you must submit your 10-Day Written Cancellation Notice at least 10-days prior to the end of the current month. Failure to submit your 10-day Written Cancellation Notice at least 10-days prior to the end of the current month will result in an additional automatic and non-refundable membership payment for the upcoming month. **No partial-month refunds will be granted for cancellation requests received mid-month.**

Re-activation of Commitment Pricing Membership: All past members who have cancelled and wish to re-activate their WOD Membership at the Commitment Pricing Rates will be subject to the following stipulations: **1)** You must commit to keeping your membership account active for the Minimum Commitment Period of 90 days after re-activating your membership; **2)** You must provide a minimum 10-Day Written Cancellation Notice; and **3)** You must pay the designated Cancellation Fee, should you need to cancel or pause your membership for any reason.

Outstanding Past Due Balances: All outstanding balances on your account are due to CrossFit Crazy Strong immediately upon cancellation of your membership.

Standard Pricing: If you would like to commit to just one month at a time with no cancellation fee, then the Standard Pricing monthly membership rate is \$140. No cancellation fee will be charged for members who choose to pay the \$140 Standard Pricing membership rate.

6. DECLINED PAYMENTS & PENALTY FEES — (Applies to All Membership Types)

Initials: _____

Insufficient Funds Declined Payments: \$30 AAC NSF Fee – If your payment is declined due to insufficient funds, a \$30 AAC NSF Fee will be added to your membership fee, and the total balance will be automatically charged to your backup payment account on file.

Other Declined Payments: \$20 Declined Payment Fee – If your payment is declined for any other reason, a \$20 Declined Payment Fee will be added to your membership fee, and the total balance will be automatically charged to your backup payment account on file.

Primary & Backup Payments Declined: \$30 Declined P&B Fee – If payment is declined for both primary and backup payment methods, then you will be charged a total \$30 Declined Primary & Backup Fee.

Phone, Text, and Email Notifications: You agree that CrossFit Crazy Strong—or its authorized third-party representative—may **contact you via phone, text and email** in order to notify you of declined payments, to update your payment accounts, and to resolve any outstanding past due balances. Any delinquent membership accounts with outstanding balances past due longer than 30 days will be automatically made inactive until all past due balances are paid in full. A \$65 Inactivation Fee will automatically be added to your total balance for any accounts that are inactivated because of delinquency.

7. ALL SALES ARE FINAL - NO REFUNDS / NO MEMBERSHIP HOLDS — (Applies to All Membership Types)

Initials: _____

WOD Memberships: After your initial 90-day Minimum Commitment Period has been fulfilled, all we require is that you commit to your own health and fitness one month at a time! Because we do not have long-term contracts, and all WOD memberships renew / expire on a month-to-month basis, we do not offer WOD membership holds or refunds. Instead, members can cancel their WOD membership for the upcoming month by simply clicking on the **CANCELLATION** link at the bottom of our homepage at www.crossfitcrazystrong.com/cancellations/ at least 10-days prior to the end of the month.

OnRamp, Personal Training, and Nutrition Memberships: Please note that each of our Personal Training, OnRamp, and Nutrition Membership packages has an expiration period associated with it. **ALL SALES ARE FINAL**—We do not offer refunds or membership holds for any reason. If you choose to discontinue your training for any reason, including illness or injury, you are permitted to resume that training at any time prior to the end of the associated expiration period.

I HAVE READ AND FULLY UNDERSTAND THIS CROSSFIT MEMBERSHIP AGREEMENT IN ITS ENTIRETY, AND MY SIGNATURE BELOW CERTIFIES THAT I AGREE TO ALL THE TERMS, CONDITIONS, AND PROVISIONS HEREIN. IN ADDITION, I FULLY AGREE TO THE TERMS AND CONDITIONS THAT APPLY TO THE SPECIFIC MEMBERSHIP PRICING PLAN I HAVE CHOSEN, AS INDICATED BY MY INITIALS ABOVE. I FULLY UNDERSTAND THE MINIMUM COMMITMENT PERIOD, CANCELLATION POLICY, PAYMENT TERMS, AND PENALTY FEES THAT APPLY TO MY MEMBERSHIP PRICING PLAN. I FURTHER AUTHORIZE CROSSFIT CRAZY STRONG TO AUTOMATICALLY CHARGE MY ACCOUNT-ON-FILE IN ACCORDANCE WITH THE TERMS OF MY AGREED-UPON PRICING PLAN AS INDICATED BY MY INITIALS ABOVE.

Athlete Name

Signature (or Guardian)

Date

Billing or Cancellation Questions? Call AAC / Zen Planner Full-Service Billing at 800-806-6049 or Email billing@zenplanner.com