



Cancellation Policy

1. Cancellation requests must be submitted a minimum of 30 days prior to the next billing date.
2. All payments scheduled within this time frame will be collected in full and membership will be canceled 30-days from notice.
3. To submit a cancellation, member must complete the PSTS Athlete Fitness Cancellation Form and abide by the Cancellation System. The Cancellation Form and complete system can be found here: [PSTS Athlete Fitness Cancellation](#).

I hereby agree to the 30 Day Cancellation Policy of this contract signed on this date. I understand that failing to provide 30 Day notice impacts business operations and service, and I am subject to scheduled payments if not followed.

Payment Policy

1. First payments will be made on the FIRST DAY of your scheduled training. Subsequent payments will be deducted on the first of the month, every month thereafter, unless membership is canceled. JumpStarts, Challenges, or special offers will NOT renew automatically.
2. The Head of Household for the membership will receive a notice of upcoming payment to the primary email account 5 days before the upcoming bill is due.
3. Missed or late payments could be subjected to a 10% penalty.
4. Insufficient funds/declined payments: Please note that you will be held responsible for credit fees if your billing account has insufficient funds or declined payments. In the case of insufficient funds a \$25.00 re-processing fee will be collected along with the payment. Any returned checks will be re-processed with the return fee applied to the bill.
5. All Auto-Payment Memberships require either a valid credit card or checking/savings account to be stored on a protected computer file. Credit/Debit card payments will incur an infrastructure fee of 3% and ACH transactions incur a fee of \$.99. You are required to communicate updated billing accounts, or changes to billing information, before your next billing due date to avoid 10% late fees.
6. Monthly payments by cash and/or check are not accepted.

Billing Information

Payments will re-occur on the 1st of every month unless notified 30 days prior to next payment date for memberships. All payments scheduled within this time frame will be paid in full.

****Membership starting in the middle of a month will be prorated accordingly****

I hereby acknowledge this Payment Policy and agree to the terms and conditions of this contract signed on this date. I authorize PowerStrength Training Systems to process on my account due date all charges I have incurred for the previous/current month, if any, as well as all monthly fees that are due for the upcoming month.

Membership Conditions

1. All members are required to use ZenPlanner to schedule and reserve their sessions. This policy also acts as our courtesy policy to fellow members to view, and reserve, based on an accurate schedule. Members who do not reserve may be refused services.
2. PowerStrength reserves the right to alter memberships, membership rates, family plan discounts, and/or special offers at any time. Current members will be given a 30-day notice to any changes that would affect their current memberships and/or billing plans. If a member should cancel their membership, they are subject to current rates and options should they return to the program in the future.
3. All membership upgrades, downgrades, and/or billing information alterations/changes must be communicated 10 days prior to the 1st of the month.
4. PowerStrength coaches offer an accountability and communication feature via text message. This feature enables PowerStrength coaches to use one designated company number to professionally communicate directly with members. Communication will consist of, but not be limited to: individual performance, personal accountability, training tips, scheduling, and seasonal updates. You may stop the text message feature at any time by texting STOP to your coaching number.
5. Members are expected to keep a schedule that allows them to fulfill all of their sessions throughout this agreement. Regardless of membership, trial, or challenge, no sessions or time will carryover from month-to-month unless specified. All time/sessions are either used in the month or they are forfeited. This includes specialty groups and/or promotional/trial periods.
6. Rescheduling / cancellation of any session requires a minimum of (1) hour notice prior to the session start time to avoid charges for that session. Members are responsible to 'unreserve' their session. This reschedule/cancellation should be reflected in the ZenPlanner scheduling software to avoid forfeiting reserved, but unattended sessions. If you are within the 1-hour limit but unable to remove the session in the ZenPlanner app, please contact PSTS staff at (616) 805-4054.
7. If by any reason of permanent disability, the participant is unable to complete the training program, he/she shall be relieved of the obligation of making payment other than for the services performed prior to onset of disability.
8. ILLNESS POLICY - For illness lasting 10 days or longer, PSTS must be notified with a doctor's note, during that month in order to enact an approved 'grace period'. This 'grace period' will allow PSTS the option to roll-over the missed sessions to the following month as needed. VACATION: there is no grace period for vacation. Clients should be proactive in planning their training schedule and memberships around vacations ahead of time.
9. PowerStrength Training Systems reserves the right to cancel all sessions should severe weather occur, a national holiday, an emergency, or unexpected scheduling issues arise. PowerStrength Training Systems facilities close on, and/or around, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas, and New Year's Day. Holiday gym closings will be communicated ahead of time for clients to make scheduling adjustments as needed. An altered schedule may also be in effect during holiday breaks or spring break.