

Mammoth Cancellation Policy

Effective Date: 3/25/2025

At Mammoth S&C, we prepare for client scheduled time with us, value our own time, and the time that could be spent with other interested clients. That being said, we want you to commit to showing up for your scheduled slot. We understand that extraordinary circumstances can occur, requiring you to modify your schedule on occasion. This policy outlines the terms and conditions related to the cancellation of your gym membership and initial introductions.

Membership Cancellation Process

1. **Notification:** To initiate a cancellation, members must notify Mammoth S&C in person or by business email at least [15] days before the intended cancellation date. This can be done via email to [ryan@mammoth-strength.com].
2. **Form Completion:** Members are required to complete a Cancellation Form, available at the gym's front desk or online at [mammoth-strength.com].
3. **Final Payment and Late Cancellation Fee:** Any outstanding dues must be settled before the cancellation can be processed. If your cancellation request is prior to the [15]-day notice period no additional payments are charged. If notification is provided less than [15] days before the cancellation date then a \$50 cancellation fee is charged.

Consult and Introduction No-Show Cancellations and Rescheduling

Initial "Introduction Week, Day 1 of 2" are charged the \$90 if not rescheduled within 24 hrs before a planned session.

Ongoing No-Shows for Members

Regular members who do not visit the gym for multiple months without a formal cancellation request will still be subjected to regular membership fees. To avoid unnecessary charges, please adhere to the cancellation process outlined above. Contact us.

Medical or Relocation Cancellations

Exceptions to our cancellation policy are considered on a case-by-case basis for medical reasons or relocation. Appropriate documentation (e.g., doctor's note, proof of relocation) will be required.

1. **Medical Cancellations:** If you are unable to continue at the gym due to medical reasons, please provide a doctor's note, and we will waive the late cancellation fee.

Refunds

Mammoth S&C does not offer refunds for membership cancellations except under exceptional circumstances, which will be considered on a case-by-case basis. You must discuss arrangements ahead of time if need be.

Policy Changes

Mammoth S&C reserves the right to modify this cancellation policy. All members will be notified of any changes [30] days prior to their implementation.

Contact Information

For any inquiries or assistance regarding the cancellation process, please contact us at:

- Email: ryan@mammoth-strength.com
- Phone: 541-915-3913
- Address: 1206 3rd Ave, Mosier, OR 97040

We thank you for your patronage at Mammoth S&C and hope to assist you in your fitness journey as effectively as possible.