



HIGH ALPINE TRAINING CLUB

Membership, Cancellation, Refund & Booking Policy

Effective Date: May 1, 2026

At High Alpine Training Club (HATC), we strive to provide exceptional facilities, programming, and member experiences. To ensure fairness for all members and guests, the following policies apply.

Memberships

Month-to-Month Memberships

All memberships are month-to-month and automatically renew unless canceled.

To avoid being billed, members must provide at least **10 days' written notice before their next billing date.**

Cancellation requests may be submitted:

- In person at the Front Desk
- By email to Membership Services
- Through any approved membership management platform

Failure to provide the required 10-day notice may result in one final billing cycle.

Membership Fees

Membership dues are non-refundable once charged.

No refunds or prorated refunds will be issued for:

- Unused membership time
- Partial months
- Lack of facility usage
- Travel
- Illness or injury (unless otherwise required by law)
- Dissatisfaction after a billing cycle has begun

Classes & Group Fitness



Many classes have limited capacity.

No-Show Policy

Members who reserve a class and fail to attend without canceling in advance may be charged a:

\$10 No-Show Fee

To avoid charges, members must cancel prior to the scheduled class start time.

Repeated no-shows may result in the temporary loss of advance booking privileges.

Appointments & Recovery Services

This includes but is not limited to:

- Massage Therapy
- Sports Recovery Services
- Stretch Sessions
- Bodywork
- Wellness Consultations
- Testing Appointments
- Private Coaching Sessions

Cancellation Policy

Appointments must be canceled at least **24 hours in advance**.

Late Cancellation / No-Show Fee

Appointments canceled with less than 24 hours notice or missed entirely are subject to:

- Loss of prepaid session, or
- Up to 100% of the scheduled service fee

At HATC's discretion.

Workshops, Courses, Clinics & Special Events

All registrations for:

- Clinics



- Camps
- Courses
- Intensives
- Workshops
- Special Events
- Seminars

are considered final.

No refunds will be issued unless an event is canceled by HATC.

Transfers to another participant or future event may be permitted at management discretion.

Merchandise Sales

All merchandise sales are final.

This includes:

- Apparel
- Hats
- Water bottles
- Training equipment
- Supplements
- Retail products
- Gift items

No refunds or exchanges will be provided unless the item is defective at the time of purchase.

Defective merchandise must be reported within 7 days of purchase.

Café & Food Purchases

Due to health and safety regulations:

All Café Sales Are Final

This includes:

- Coffee



- Tea
- Smoothies
- Snacks
- Prepared foods
- Beverages

No refunds, returns, or exchanges will be issued.

Day Passes & Guest Passes

All day passes, punch cards, guest passes, and temporary access passes are non-refundable and non-transferable.

Unused visits do not carry cash value.

Gift Cards

Gift cards are non-refundable and may not be redeemed for cash except where required by law.

Lost or stolen gift cards cannot be replaced.

Membership Holds

Members requesting a temporary hold due to medical, military, or extended travel circumstances must submit requests in writing.

Approval is subject to management discretion and applicable membership terms.

Facility Closures

No refunds or credits will be issued for temporary facility closures, maintenance projects, weather events, utility outages, public emergencies, or circumstances beyond HATC's control.

Scholarship & Financial Assistance Memberships

Scholarship, hardship, sponsored, and promotional memberships are non-transferable and have no cash value.

Eligibility may be reviewed periodically.



Policy Changes

High Alpine Training Club reserves the right to modify membership terms, pricing, operating hours, policies, amenities, programming, and facility offerings at any time.

Questions?

High Alpine Training Club

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Train Higher. Recover Better. Belong Together.