



CrossFit Hervey Bay Membership Hold and Cancellation Policy

To keep membership costs affordable for everyone and ensure the continued operation of our community, CrossFit Hervey Bay has a Membership Holds and Cancellation Policy. We understand that life can sometimes present unexpected challenges that may temporarily hinder your ability to attend the gym regularly or longer than usual holiday's may be planned, however this policy is required to ensure the sustainability of our community.

If you need to place your membership on hold, there is a minimum of two weeks' notice period and you may hold your membership for a minimum of two weeks, and only up to a **maximum of four weeks per calendar year**. This is designed to strike a balance between providing you with the flexibility you need and ensuring the financial viability of our community. CrossFit Hervey Bay is open 52 weeks a year despite all holds and dedicated to providing you access to training throughout all the holiday periods.

Please note that emergency holds for medical reasons will be exempt from this policy with a proof of medical certification. If you encounter a medical emergency that prevents you from attending the gym, please reach out to us as soon as possible, and we will work with you to accommodate your needs.

Additionally, we would like to take this opportunity to remind you of our cancellation policy. Should you decide to cancel your membership with CrossFit Hervey Bay, we require a **minimum of four weeks' notice in writing via email, on messenger or Instagram messages**.

We believe that this policy is fair and enables us to continue providing you with the best possible gym experience while also ensuring the long-term sustainability of our operations. If you have any questions or concerns about these policy, please do not hesitate to reach out to our team. We are here to assist you in any way we can.

Thank you for your continued support and dedication to your fitness goals. We look forward to seeing you at the gym and helping you achieve your objectives.

Best Regards,

James and Tina Cotter
CrossFit Hervey Bay