

Catalyst Fitness Membership Processing + Cancellation Policies

NOTE - this is for Catalyst Fitness - Fort Wayne, Indiana ONLY!

By purchasing a membership with Catalyst Fitness, you will be charged the corresponding membership fees associated with whichever membership contract you have agreed to join under.

If you choose to cancel this membership, you agree and understand that you must give Catalyst Fitness a minimum of a 30-day notice that you wish to cancel your contract and this notice must be made in writing via email to:

customerservice@catalyst-fitness.com

You must include on this email the following:

1. Date you wish to cancel.
2. Reason for cancelling.
3. Your full name.
4. Your phone number, email address, and mailing address.
5. If other people are on your membership, are they also included in your request?

No other form of cancellation will be accepted. This is a REQUEST to cancel and your request may or may not be approved. You will receive written confirmation of cancellation via email.

You CANNOT cancel the contract under the following conditions:

1. You have an outstanding account balance with Catalyst Fitness. You must pay off your account balance prior to being granted a cancellation of your membership contract.
2. You have not fulfilled the terms of your contract. For example, if you agreed to a 12-month contract, you will not be able to cancel the agreement until the 12-month commitment is completed.

All of our contracted memberships are autopay agreements. This means that after the fulfillment of your initial contract term, your monthly membership payments will continue to process every month until you request to cancel. This is written into every contract and it is your responsibility to understand and remember that. You also need to know that while we agree to honor your rate for life, this commitment becomes null and void if you cancel your membership for any reason or if your account goes into bounced or default status. For example, if you sign up for a special rate of \$25 per month and you cancel your membership, we are not obligated to honor that special rate if you ever want to rejoin as a member. You will need to pay whatever rate we are offering at that time.

You are financially responsible for your membership payments and you must notify Catalyst Fitness immediately upon any changes to your payment method that would cause your payment to improperly process. You must keep your payment method up-to-date at all times. We provide many ways of doing so. You can update your payment method online, in-person, via email or by certified mail. If your payment does not successfully process for any reason, you will be assessed a \$23.50 service fee on that same day that your payment tried to process. An additional \$9.50 late fee will be applied to your account after 10 days of remaining unpaid. You may be forwarded to a collections agency if your membership continues to be left unpaid more than 30 days. At that point, the entire amount due remaining on your contract will be immediately due. We make every attempt possible to notify you in the event that your payment does not process correctly, however, it is ultimately your responsibility to ensure that you are staying current with your payments and provide us with a valid payment method. It is also your responsibility to ensure that we are always kept up-to-date with the best methods to contact you for any reason including a current email address and phone number.