



Membership Plans Policies for La Porte locations

(separate policies for passes: [10 Class Pass/ Fit4Baby Pass Policies for La Porte locations](#))

Welcome to the FIT4MOM La Porte!

We are glad you chose us for your fitness needs and hope you enjoy your FIT4MOM Stroller membership. We would like to take this opportunity to remind you of our policies and how to contact us with any questions or concerns you may have regarding your membership. Our goal is for you and your family to have a great fitness experience with us.

Benefits include:

- Classes as stated on the membership pass - limited to La Porte **not** Mont Belvieu
- 1 Red Resistance Band or 1 Green Resistance Band

Billing Procedures for Plans:

- Membership fees are month recurring which come out on the 1st, with a one time registration fee due the with the first day of the plan. You can join anytime and the plan will be prorated. Example: If you signed up on January 10th, 2016, your registration fee and reduced monthly fee (minus 9 days) would be due January 10th, 2016. Your next bill would be March 1st, 2016 for the full membership fee.
- Please call or email to update your account if you change credit card companies, or you receive a new expiration date. You may also log into Front Desk and update your information there, if you choose this option please let us know.

Cancel/Hold Policy:

You may put your membership on hold for a maximum of 4 months each year for medical reasons such as postpartum, bedrest, injury, etc. When submitting your hold request you must provide a start date and end date. All membership holds are \$20, and for a period of no less than 1 month. Your monthly dues will be set to automatically start back up at the end of your hold period. If you wish to cancel your membership after your 3-month commitment you may do so at any time.

For cancellations you must contact Amy Gwin ***two weeks before the next billing cycle (1st)*** by email or phone and we will call you to answer any questions you may have. Once your form has been received your account will be placed on hold or cancelled. Our instructors cannot authorize hold or cancel requests, either verbally or in writing. Holds or cancellations will only take place for upcoming months. We will not go back and credit dues already paid. If you cancel your membership and wish to return at a later date you will be charged a \$20 reactivation fee. It is *your* responsibility to make sure we have received the written confirmation that your status change request was received and will be put into place.

For all administrative matters pertaining to your membership, please send an email to amygwin@fit4mom.com or call (760) 593-7150. We will respond to your emails and phone calls within 1 business day in most all cases. If you have any questions or concerns, please contact us immediately.

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