

DYNO DETROIT CLIMBING

MONTHLY RECURRING MEMBERSHIP TERMS & CONDITIONS

MEMBERSHIP AGREEMENT

This Membership Agreement ("Agreement") is entered into between DYNO Detroit Climbing LLC ("DYNO Detroit") and the Member. By enrolling in a Monthly Recurring Membership, the Member agrees to these Membership Terms and Conditions and authorizes DYNO Detroit to charge the payment method provided according to the terms below.

RECURRING MEMBERSHIP (EFT) TERM

A Monthly Recurring Membership is a dues-paying membership that begins on the Member's enrollment date and continues indefinitely until canceled. Memberships may be canceled any time before the 1st of the month after completing at least one full billing cycle, unless otherwise stated in a promotion.

MONTHLY RECURRING DUES AND BILLING

The Member understands that an enrollment fee may apply and that enrollment fees are non-refundable. Monthly dues are billed on the 1st of each month by electronic funds transfer (EFT). Billing may run again every 2 days to retry declined charges.

- Members are committed for the billing month once the 1st day of the month has passed. If a freeze or termination request is submitted on or after the 1st, the membership will remain active and billed for that month.
- Dues are non-refundable. Refunds will not be provided based on lack of facility use.
- A Member's account must be in good standing to use the facility. Unpaid balances must be resolved before use is permitted.
- In the event of a declined AutoPay payment, a Bank Decline Fee of \$10 may be charged.
- After two months of consecutive declined payments, the Member may be subject to termination and remains responsible for past-due balances, on-account invoices, or enrollment fees required to continue use of the facility or rejoin.
- A continued history of declined payments may result in ineligibility for EFT memberships and require prepaid membership options only.

PAYMENT METHODS & CREDIT CARD SURCHARGE

- Membership and freeze rates are based on ACH or debit card billing (direct debit to a checking account).
- Payments made using credit cards will incur a 3% convenience surcharge, which is not greater than DYNO Detroit's cost of acceptance.
- Payments made using ACH or debit cards are not subject to this surcharge.
- DYNO Detroit reserves the right to modify acceptable payment methods.

MEMBERSHIP FREEZE POLICY

DYNO Detroit does not process membership changes or terminations over the phone. Membership freezes must be submitted through the Member Portal on our website or in person before the 1st of the month.

- Eligible memberships may only freeze beginning on the 1st of the month, unless otherwise stated in a promotion.
- Freeze requests must be submitted before the 1st of the month.
- Freeze fees are \$10 per person, per month and are non-refundable.
- A freeze remains active until the Member requests reactivation or sets an end date.
- Frozen members are not eligible for membership benefits while frozen.
- Unfrozen memberships must complete an entire billing cycle before freezing again.

MEMBER GUEST PASS POLICY (Effective April 2026)

- EFT, Annual, 1-Month Prepaid, and Weekly Recurring Members receive one first-time guest per day and one returning guest per month. Rentals are not included.
- 2-Week Trial and Free memberships receive one first-time guest per day.
- Guests may use only one guest pass per month, of any kind.
- Guests may use a maximum of three guest passes per year. Purchase will be required for entry thereafter.
- Guests may not have Frozen or Punch Pass status.

STUDENT MEMBERSHIP ELIGIBILITY

Students and eligible Detroit-area teachers must provide proof of full-time status through the Member Portal within 30 days of initiating a membership and annually thereafter.

- Students and children under 18 are eligible for the student rate with no proof of status.
- Students age 18 and over must submit a current school schedule demonstrating full-time enrollment: 12 units for undergraduate students and 6 units for graduate students, or as otherwise defined by their institution.
- Current teachers in Detroit, Highland Park, and Hamtramck are eligible for the discounted rate with proof of a recent paystub.

ON-ACCOUNT INVOICING

- Members with valid billing information on file may invoice items to their account up to \$15 per day and a total of \$100 per month.
- On-account invoices are billed on the 1st, 8th, 15th, and 22nd of each month.
- Past-due invoices require payment before entry to the facility is permitted.

NOTICES

- DYNO Detroit reserves the right to increase dues at its discretion with 60 days written notice.
- Some membership issues may not be able to be resolved in person. In these situations, email membership@dynodetroit.com for further assistance.

MEMBER ACKNOWLEDGEMENTS

- Monthly Membership Dues are paid monthly in advance and payments continue until the Membership is terminated.
- Advertised Membership Dues are based on ACH and debit billing. Credit cards incur a 3% surcharge that is not greater than DYNO Detroit's cost of acceptance.
- Monthly Membership Dues and fees are non-refundable even if the Member does not use the facility.
- Membership freezes and terminations take effect in the following billing cycle and must be submitted before the 1st of the month.
- The only way to freeze or cancel a membership is through the Member's online profile or from a kiosk at DYNO Detroit.
- By enrolling, the Member accepts the terms listed above for freezing, terminating, billing, and guest pass usage.

BUYER'S RIGHT TO CANCEL

If you wish to cancel this contract without penalty, you may cancel it by delivering or mailing a written notice to DYNO Detroit Climbing. The notice must state that you do not wish to be bound by this agreement and must be delivered in person or mailed within three business days after you enter into the agreement.

If you cancel within three business days, DYNO Detroit Climbing will return within thirty days all amounts you have paid, minus applicable day-pass rates for the total number of visits since signup and all applicable items invoiced to your account.

AUTHORIZATION FOR ELECTRONIC FUNDS TRANSFER

By enrolling in a Monthly Recurring Membership, the Member authorizes DYNO Detroit to initiate debit entries to the credit card, debit card, or bank account supplied, and to make adjustments for debit entries made in error. This authorization remains in effect until DYNO Detroit receives a valid membership termination request in accordance with these Terms and Conditions.

The Member acknowledges having been advised of, and agrees to, these Membership Terms and Conditions.

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