

SARGE POLICIES

Scheduling Sessions

- **Residents (9 Months or More)** may book sessions up to **12 months in advance** to secure preferred time slots.
- **Summer Members** may book sessions **up to 3 weeks in advance**.
- Unused sessions **do not roll over**, but we encourage you to reschedule when possible. We'll always do our best to accommodate makeups.
- **24-Hour Cancellation Notice** is required to avoid losing a session.

Membership Cancellation

We understand that circumstances change. Please follow the steps below if you need to cancel your membership:

30-Day Email Notice Required

After completing your initial agreement, a **30-day written notice** is required **prior to your next billing date**.

Example:

If your billing date is the 15th and you want to cancel by **November 15th**, you must submit your request **no later than October 15th**.

- Requests submitted with less than 30 days' notice will be processed for the following billing cycle.
- **Written notice only.** Verbal requests or assumptions will not be accepted.

Please email cancellation requests to: **bizsupport@sargeathletics.com**

Membership Suspensions

We offer temporary membership suspensions under the following terms:

Suspension Guidelines

- Members may suspend their membership **twice per calendar year**
- Each suspension can last **up to 8 weeks maximum**
- A **\$25 monthly suspension fee** applies per suspension and will be charged to the card on file
- Suspension keeps your membership in “**active**” **status**, so you won’t need to restart your 90-day commitment

Ideal for:

- Extended travel
- Medical recovery
- Temporary scheduling conflicts

How to Request a Suspension

- All requests must be sent **via email only** to: **bizsupport@sargeathletics.com**
- Please include your **exact start and stop dates**

Billing Adjustments

- Your autopay date will be delayed by the number of suspended days
 - Your new billing date will be automatically updated upon reactivation
-

Need Help?

If you have questions about cancellation or suspension, please don't hesitate to reach out at **bizsupport@sargeathletics.com**.

We're here to help you stay strong, consistent, and committed — on your terms.