SARGE ATHLETICS

MEMBERSHIP & STUDIO POLICIES

At Sarge Athletics, we believe great coaching starts with mutual respect, consistency, and clear communication.

We're not a big gym. We're a small, dedicated team committed to helping our members move better, get stronger, and do more of what they love.

Our policies are designed to protect your training experience, respect our coaches' time, and ensure everyone has a fair opportunity to train.

We appreciate your understanding and cooperation.

MEMBERSHIP TERMS & AUTOMATIC RENEWAL

All memberships begin with a **mandatory 90-day commitment** and are automatically billed every **28 days** using the payment method on file.

After the initial 90 days, your membership automatically continues on a recurring 28-day basis until you choose to cancel.

There is no need to renew your agreement. Your training continues uninterrupted, subject to our cancellation policy.

SCHEDULING YOUR SESSIONS

We encourage members to schedule in advance to secure their preferred training times. Your membership dictates how many times you can schedule per week. For example-if you have a two-time a week membership- you may schedule two sessions per week. If you are away or need to do a make up, please text Bridgit at 240-994-3943. Coaches will not be able to assist with administrative concerns - thank you in advance!

YEAR-ROUND RESIDENTS (9+ MONTHS)

May schedule sessions up to 12 months in advance.

SUMMER MEMBERS

May schedule sessions up to three weeks in advance.

All scheduling is subject to availability.

SESSION CANCELLATIONS

We enforce a **24-hour cancellation policy for Personal Training** and a **3-hour cancellation policy for Semi-Private Training**.

If you need to cancel or reschedule, please do so outside the applicable cancellation window.

LATE CANCELLATIONS & NO-SHOWS

Cancelling within the required notice period or failing to attend a scheduled session will result in the loss of that session.

WHY?

Our coaches reserve time specifically for you. Last-minute cancellations often prevent another member from using that appointment.

We respect your time and ask that you respect ours.

We understand that unexpected situations arise and will consider reasonable exceptions when circumstances warrant.

MAKEUP SESSIONS

If you miss a session, we encourage you to reschedule within your current 28-day billing period.

Unused sessions do not roll over into future billing periods.

Makeup sessions are subject to coach and schedule availability and are not guaranteed.

We'll always do our best to accommodate you.

MANAGING & CANCELLING YOUR MEMBERSHIP

Members are responsible for managing their memberships, including scheduling, cancellations, and suspension requests.

We understand that circumstances change and want the cancellation process to be straightforward.

30 DAYS' WRITTEN NOTICE IS REQUIRED.

Cancellation requests must be received by email at least 30 days before the billing date on which you wish your membership to end.

Requests received with fewer than 30 days' notice will take effect the following billing cycle.

EXAMPLE

If your billing date is November 15 and you wish to cancel effective that date, your written request must be received by October 16 or earlier.

Cancellations remain subject to the initial 90-day commitment.

HOW TO CANCEL

Email **SargeBridge1@gmail.com** with your full name and requested cancellation date.

Verbal requests, conversations with coaches, and social media messages are not accepted as cancellation notice.

SUSPENDING YOUR MEMBERSHIP

We understand that travel, medical recovery, and temporary scheduling conflicts may require time away from training.

Rather than cancelling, members have the option to temporarily suspend their membership.

SEMI-PRIVATE MEMBERS

If you'll be away for two weeks or less, we encourage you to schedule additional sessions within your current billing period to make up missed training.

For absences of three weeks or longer, a membership suspension may be the better option.

SUSPENSION GUIDELINES

- Members may suspend up to **twice per calendar year**.
- Each suspension may last up to **8 weeks**.
- A **$25 monthly suspension fee** applies to the card on file.
- Your membership remains active, so you will not need to restart the initial 90-day commitment.

BILLING ADJUSTMENTS

Your regular autopay will be delayed by the number of suspended days.

Upon reactivation, your billing date automatically adjusts to reflect the suspension period.

The monthly suspension fee applies during the suspension.

HOW TO REQUEST A SUSPENSION

Email **SargeBridge1@gmail.com** with your full name and exact suspension start and return dates.

All requests must be submitted in writing.

WHY IS THERE A SUSPENSION FEE?

Suspensions allow you to maintain your membership without cancelling and starting over. The fee helps cover the administrative work involved in adjusting memberships and billing schedules.

REFUNDS & UNUSED SESSIONS

We understand that schedules change and sometimes you may not use every session you've purchased.

All memberships, punch cards, and prepaid training sessions are non-refundable.

Members are welcome to use their remaining valid sessions in accordance with their membership terms and scheduling policies.

We do not issue refunds or account credits for unused sessions, missed appointments, or late cancellations.

WHY?

When you purchase training, we commit coaching time, scheduling availability, and resources to helping you reach your goals.

As a small training studio, we rely on those commitments to deliver the personalized attention our members expect.

We encourage you to make the most of your sessions and will always try to accommodate reasonable scheduling adjustments.

Our goal is to see you get results, not leave sessions unused.

COMMUNICATION

We're a small team and take pride in knowing our members personally.

For all membership, billing, cancellation, and suspension matters, please contact us by email so requests can be properly documented.

SargeBridge1@gmail.com

We make every effort to respond promptly and appreciate your patience when requests require additional attention.

WHY THESE POLICIES MATTER

Sarge Athletics is built around personalized coaching, not crowded workout floors.

We intentionally limit our membership so every client receives the attention, preparation, and guidance they deserve.

Missed appointments and last-minute schedule changes affect our coaches, our business, and other members waiting for training opportunities.

These policies help us operate fairly and consistently while maintaining the quality of coaching you expect.

We also recognize that life isn't always predictable.

Illness, injuries, family emergencies, and unexpected circumstances happen. We'll always listen and consider reasonable solutions when special circumstances arise.

All we ask is that you communicate with us.

OUR COMMITMENT TO YOU

Our goal has never been to be the biggest gym in town.

It's to be the place where you receive exceptional coaching, personal attention, and the support you need to stay strong and capable for years to come.

Thank you for being part of Sarge Athletics.

Be All YOU Used To Be.

Sarge & Bridgit
Sarge Athletics | Ocean View, Delaware