

STIX TRAINING

Membership Guidelines Policy Agreement

Memberships will include full use of the equipment and facility training areas during operating hours. Sunday - Friday facility access will be limited to members only and lesson holders. Saturday facility access will be open to Day-Pass customers as well as members and lesson holders.

All membership packages are for immediate family in the same household and must have a parent or legal guardian of minor children as the master account holder.

RECURRING BILLING: By purchasing a membership, you acknowledge that your membership has an initial payment due at time of purchase and agree to monthly recurring billing thereafter. The recurring membership fee will be applied to the payment method provided at the time of enrollment each month on the effective date of the agreement. Members may not opt out of recurring billing without formally canceling their membership in accordance with the facility's cancellation policy. It is the member's responsibility to ensure that sufficient funds are available to cover each automatic payment. In the event a payment is declined or cannot be processed, the facility reserves the right to suspend or terminate membership access until the outstanding balance is paid in full and billing issues are resolved.

PAYMENT AUTHORIZATION: By providing your payment information, you authorize STIX Training to charge your payment method for the applicable membership fees and any other charges you may incur in connection with your use of our services.

CANCELLATION POLICY: Memberships can be canceled at any time. However, we encourage customers to keep their memberships active. As a valued member's loyalty reward, your rate will never go up as long as your membership remains active. Cancellation requests must be submitted via email to gina@stixtraining.com. Membership cancellations require a minimum (30) day notice prior to the next billing date. Cancellations submitted after this notice period may result in one final billing cycle before termination. Membership fees are non-refundable. Partial month refunds or credits will not be issued for unused time or early termination. Any outstanding balances, failed payments, or fees due at the time of cancellation must be paid in full before the membership can be terminated. STIX Training reserves the right to cancel memberships, camp participants, parties and training sessions in the event our facility rules are violated; **No refunds will be issued.**

REFUND POLICY: No refunds will be issued for Memberships, Camps, Parties or Training sessions. In the event STIX Training must cancel a Camp, Party or Training session, a refund or credit will be issued.

CHANGES TO THE AGREEMENT: STIX Training reserves the right to modify this Membership Policy Agreement at any time. Any changes will be effective immediately upon posting the revised agreement on our website. Your continued use of the membership constitutes your acceptance of the revised terms.

RIGHT TO DECLINE SERVICE: STIX Training is a youth and family-oriented training establishment. We strive to maintain a positive and respectful environment for all members and staff. We reserve the right to decline service or terminate membership if a member, parent, or child exhibits behavior that is disruptive, disrespectful, or harmful to others. **No refunds will be issued.**

No drugs, alcohol or intoxicated patrons are allowed. If you are suspected of being under the influence or intoxicated by staff, you will be asked to leave immediately.