



The **Main Membership Terms and Conditions** regarding downgrading, pausing and canceling memberships are as follows.

Full membership terms and conditions can be seen here - [Full Terms & Conditions](#)

Length of Membership

All monthly memberships advertised on our website are rolling monthly contracts. The minimum term is one month. A Pro Rata Month will not count towards a Member's Minimum Contract term. A Member cannot join for monthly membership for less than a month. The drop in opinion is available instead.

Canceling Memberships

Members on a Monthly Membership contract may cancel their Membership, by giving one full calendar month's advance written notice. The membership cancellation will be effective from the 30 days from the date that notice is given. Notice to cancel a membership should be done by emailing info@crossfitputney.co.uk

If a cancellation notice is received on the 20th January for instance, the cancellation will take effect from the 19th February. Therefore, the Member will pay pro rata on the 1st February for the 19 days. The Member will have a prorated use of their Membership until then.

If a membership is paused while a cancellation is requested, the membership will be unpaused and the member will start the 30 day cancellation period and be charged accordingly.

No refunds are offered on any of our Membership Types.

Downgrading Memberships

Due to the flexibility of the Monthly Memberships, CrossFit Putney does not allow short term pausing of memberships. If a member knows they will be away for a period of time in a given month, they have the option to downgrade their membership package in advance. i.e Reducing their membership from 22 sessions to 13 sessions, 13 to 9 etc.

All requests to downgrade a membership must be received by the 20th of the month before. A member cannot downgrade their membership once the month has already started.

There is no option to downgrade a 9 Sessions per month, Off Peak or Peak Open Gym Membership and short term pauses are also not allowed for these membership types. If a member is not able to make best use of their membership for certain months, they have the option to cancel as per the rules below, and then purchase individual drop in sessions.

Unused sessions cannot be rolled over to the next month.

Pausing Memberships

Members can only pause their membership for one full calendar month, once in a 12 month period.

Membership may not be paused during the notice period of cancellation. If a membership is paused and then requested to cancel the pause period does not count towards the cancellation period and any credit notes that would have been due once the membership would have been reactivated would no longer be due.

If a member has already used their 1 month pause, cancels and then re-joins, they won't receive another month pause until 12 months has past since their initial month pause.

CrossFit Putney coaches are available and happy to help a member make use of their membership with programming and advice while they are traveling if their membership is not paused. Please email headcoach@crossfitputney.co.uk to request this.

A Member must request the membership pause by the 20th day of the month prior to the requested pause start date. For example, a Member who wishes to freeze commencing 1st February, must complete the request by 20th January. A freeze request completed on 21st January would only be eligible for a freeze start date as of 1st March.

Pausing due to illness and injury is allowed but only within the rules as above. We do not allow longer term pauses longer than one calendar month. If a member does require longer than 1 month to recover then the membership's 30 day cancellation policy will need to be initiated and the member rejoin when they have recovered. A refund for the 30 days will not be permitted or waiving of the 30 days cancellation period. However, CrossFit Putney will look to apply a credit note to the member's account for their billed cancelled period so they do not lose this value. However, in most cases of injury CrossFit Putney believe a member should still be training in an adapted way, and can provide assistance and guidance with doing this so a member can still get the most from their training. Before any exceptions to policies are made due to injury, a meeting/review between the coach & the member must take place and/or a medical note provided by GP/healthcare professional.

A Member may apply for their Membership to be Paused as per the above by submitting a request to info@crossfitputney.co.uk

Class / Booking Cancellations and Fines

There is a £5 fine for 'no shows' for any booking (class or open gym) and for late cancellations. Members must cancel from class 2 hours before the class starts; or if the class starts at 8am or before then the class needs to be canceled before 10pm the night before. Otherwise, the £5 fine is automatically taken from the members WODBoard account. If a mistake has been made then a member should email info@crossfitputney.co.uk.



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