

GUEST POLICY

Can I bring a friend in to workout with me?

Yes, absolutely! Your guest's first visit is on us! They must be over 18 with a valid photo ID. After they've used their first guest pass, they can continue to use the club at a discounted day rate of \$15 or they can speak with one of our membership consultants about possibly joining.

Do I have to come in with my guest?

No, if you're not able to accompany your guest for the first visit, simply call ahead to let us know they will be coming in so we can arrange to have someone show them around!

PARKING

Is there a parking lot I can use?

Yes, parking is included with your membership at CSC BUT you must get a permit from us before you park your car there! There is a towing company that monitors the lot so you definitely don't want to take that risk! Our parking lot is located on Gardner Street, once you receive the permit, our staff can direct you to the lot.

When can I park my car there?

The parking lot is available only during club operational hours. Members may park their car there for up to four hours.

What if I have a different car that day?

If you have a rental car or are using someone else's car for the day, you can get a temporary parking pass from our front desk staff. Just make sure to get the pass before you park in the lot.

What if I get a new car?

Make sure to get a new sticker from us! Please don't peel off the old one and use it in your other car.

CANCELLATION POLICY

How do I cancel my membership?

Members may cancel their membership after their minimum contract length is fulfilled by giving written notice. Notice must be given 15 days in advance from the next charge date in order to cancel for the end of the current billing cycle. If notice is given less than 15 days in advance, the cancellation will not be effective until the end of the following billing cycle.

Do I just tell you when I want to cancel?

No, notice of cancellation must be in writing, either by filling out a cancellation request or emailing our billing department at accounts@commonwealthsportsclub.com. We do not take any cancellation requests over the phone.

What if I haven't been in to CSC for months?

Membership charges continue automatically regardless of use; cancellation is solely in the responsibility of the member.

What if I am ill or injured?

If a medical condition prevents you from continuing with your membership, we can bypass the 15 day notice policy as long as written confirmation from a doctor is provided.

FREEZE POLICY

How can I put my membership on hold?

In the event that you'll be away/not able to use the club, you can request a freeze on your membership. Membership freezes can only start from the first day of the billing cycle and must be 1 month increments. The minimum freeze length is 1 month and the maximum length is 3 months per calendar year. The request must be submitted in writing before the last day of the billing cycle prior to the start date. We do not issue freezes retroactively. During the freeze, instead of charging you the full membership dues, we only charge a \$10 suspension fee.

When does my regular billing resume?

Regular billing will automatically resume after the freeze is over. All regular freezes have a specified end date; we do not keep memberships on hold until further notice. If you need to extend your freeze, you must notify us before it is over, otherwise, the membership will resume automatically.

What if I need to freeze for medical reasons?

If you are unable to use the club due to medical reasons, we can put your membership on hold for however long you need to recover and at no charge, as long as written confirmation is provided by your doctor.

Is there any other exceptions?

Yes, we will also grant extended freezes if a member is called for active military duty.

What if I need to cancel while I am on freeze?

A cancellation will automatically end the freeze, and our 15 day notice policy will take into effect from the day the freeze ends.

Any other questions regarding cancelling/freezing, please email accounts@commonwealthsportsclub.com.

HEALTH INSURANCE REIMBURSEMENT

Do you guys partner with any health insurance companies?

Although we don't partner with health insurance companies, most health insurance companies will reimburse you for a portion of your membership fees. The reimbursement form will be available on their website. Typically all you need from us is a proof of payment, which you can get from either your membership consultant or our front desk.

My health insurance company needs a copy of my agreement. Where do I get that?

You can get a copy of your agreement from your membership consultant. If you are not sure who that is, you can email membership@commonwealthsportsclub.com

BILLING

How do these autopays work for my membership and training?

Our system will automatically bill you on the same day of each month for your membership. If you have a monthly program package with us, it will run on the date that you signed up.

I received an email that my payment didn't go through. What do I do?

If you got an email regarding a failed autopay, it means we were unable to charge your card on file. You can update your billing information by logging into your MindBody account or contacting us at the club.