Fit Factory — Membership Terms & Policies

Version dated November 1, 2026. Part of the Fit Factory Membership Agreement signed at checkout.

1. Billing: This plan is a monthly recurring subscription. Payment is collected upon enrollment and automatically renews monthly on the applicable billing date.

2. Minimum Commitment: One monthly billing cycle. No annual commitment, enrollment fee, or cancellation penalty.

3. Membership Cancellation: Members may cancel at any time before their next recurring payment is processed. Cancellation stops future renewals. Access remains available through the paid billing period.

4. How to Cancel: Submit a written cancellation request to vancebynum@dreamstoreality.online or through an enabled online cancellation option. Written notices may also be mailed to Fit Factory, 1040 Darrington Drive, Suite 104, Cary, NC 27513.

5. Membership Freezes: No standard membership freezes. Medical emergencies and hardship requests may be reviewed individually. A freeze is effective only when confirmed in writing.

6. Session Cancellation: Personal training appointments require at least 12 hours' notice for cancellation or rescheduling.

7. Missed Appointments: Personal training sessions canceled with less than 12 hours' notice or missed without notice count as one used session. If Fit Factory cancels an appointment, that session will be rescheduled or credited.

8. Unused Sessions: Personal training sessions must be used within the applicable monthly billing cycle. Unused sessions do not roll over, except for approved accommodations, Fit Factory scheduling failures, or where required by law.

9. Group Class Reservations: Class reservations are required and subject to available space. Unlimited membership does not guarantee a place in a full class. Class cancellations should be made at least 12 hours in advance.

10. Refunds: Payments are generally nonrefundable after applicable statutory cancellation periods. Refunds and cancellations required by North Carolina law will always be honored, including qualifying circumstances involving disability, death, relocation, or materially impaired services.

11. Price Changes: Members receive at least 30 days' written notice before any change to their recurring price.

12. Membership Usage: Memberships are assigned to one individual, are nontransferable, and cannot be shared. Personal training and group memberships are separate services unless expressly stated otherwise.

13. Schedule Changes: Fit Factory may modify class schedules, instructors, and appointment availability with reasonable notice. Purchased services remain subject to applicable consumer protections.

14. Health and Safety: Members must complete the required health questionnaire, informed consent, and participation waiver before their first session.

15. North Carolina Cancellation Rights: Customers entering applicable prepaid fitness agreements have the right to cancel in writing until midnight of the third business day after signing. Required statutory refunds and other buyer protections will be honored under North Carolina law.

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