

FAQ

Q: What membership options are available?

A: We only offer 1 year memberships. You can either pay for an annual membership in full (which saves a little bit) or you can finance it out month to month at \$30/month. The month to month option is only available to purchase with a card on file. There are only cash options if you pay for the year in full. If you want to try it out, a day pass during staffed hours is \$10. We DO NOT OFFER a single month option.

Q: Can I bring my children while I workout?

A: In order to keep our membership cost conveniently low, we do not offer childcare services. And for the safety of children under the age of 13, they will not be permitted to come into the facility. Any minor over the age of 13 can pay for a student membership, with a school ID and parent permission on waiver form.

Q: Do I need to bring a change of shoes?

A: If your shoes are dirty or it is raining, snowy or muddy outside, yes you will need to change your shoes and not track mud or dirt throughout the gym. We have a bench in the entry way for you to change your shoes and leave them in a safe, covered area outside of the main gym. In order to keep the flooring clean and dry for all paying members, if a member or guest violates this there will be a \$50 fee for cleaning the flooring added into your account. Reentry to the facility will depend on that fee being paid.

Q: Do I need to put weights away and pick up any equipment or plates I have gotten out or loaded a bar with?

A: YES! If you can't put it away, don't get it out! Other paying members appreciate being able to come in and train and not have to pick up after other people. Cameras are ON! If you are caught not putting your excessive weights away, there may be a \$50 fine added to your account. That must be paid before you can use the facility.

Q: What is your cancellation policy? Is there a fee for breaking my month to month contract?

All cancellation policies are outlined in the membership agreement. The agreement covers the cost to cancel, how to cancel and more information on the \$100 cancellation fee .

Q: I need to pause my membership because I got injured or will be traveling for an extended amount of time. How do I freeze my account temporarily?

A: All cancellation policies are outlined in the membership agreement. The agreement covers the cost to cancel, how to cancel and more information on the \$100 cancellation fee. We look forward to continuing making healthy happen with you!

Q: I lost my key fob. What should I do?

A: Oh no! If you've lost your key fob, email: irongorillaclients@gmail.com ASAP and they will help you purchase a replacement key, for a small \$10 fee. Or see someone at the front desk during staffed hours.

Q: I forgot my key fob at home. Can I still get into the gym?

A: Because our members' safety is our main concern, we do not allow tailgating (members opening the door for other guests) for members who forget their key. There will be a \$50 fine to ensure tailgating does not occur.

If you've lost your key, make sure to call or email the gym and a staff member will help you get a replacement key fob or a staff member will let you in during staffed hours.

Q: My current key fob is not working. What should I do?

A: Shoot, you're locked out! Reach out to us ASAP and we can help figure out what's going on. A defective access key could mean a number of things: billing problems, lockout or there could be an issue with the door system. Email or call and a staff member will be able to help you find a solution.

Q: What different personal training options does Iron Gorilla Gym have?

A: Iron Gorilla Gym has a few training options available. Personal Training is offered in a one-on-one format lead by a personal trainer, providing a very personalized experience. Small group training is similar to personal training, only it's more fun as there are typically 2-4 people in a session. Bootcamps include 5+ people and provide accountability and an energy-filled atmosphere that keeps you motivated. Make sure to email, check social media and the website to learn more about personal and team training.

Q: How much does a personal training session and group training session cost?

A: The cost of a personal trainer is \$35/hour. Group training varies depending on your group's specifics. Bootcamps are \$120 for every 8 week session .

Q: Does Iron Gorilla Gym allow guests? What is your visitor policy?

A: Yes! We do allow guests if you would like to bring a friend. Our guest policy requires that visitors come in during staffed hours after coordinating with the local gym's staff. Think of staffed hours as guest hours because each guest is required to sign in for the safety of our members! The daily guest fee is \$10. It is the member's responsibility to follow all guest procedures or they risk losing their own membership.

Q: What happens if I miss a payment? Is there a late fee?

A: A missed payment will result in a \$10 late payment fee. Late payment penalty fees and fines are outlined in your membership agreement. If you miss more than 3 month to month payments, you will be required to pay for the year in full to maintain your membership.

Q: Will my membership automatically renew at the end of my term?

A: Only if you opted-in! If you initialed for automatic renewal in your membership agreement, then you will be all set for continued membership at the end of your term. Otherwise, you will need to inform a staff member and your key fob will deactivate at the end of your month to month agreement.