

Frequently Asked Questions

What benefits does my membership include?

Your membership entitles you to the following benefits:

- Unlimited access to world-class climbing, yoga, and fitness at all First Ascent locations
- One complimentary Learning The Ropes and Learning To Boulder class
- Ability to earn and redeem [FA Bonus points](#) for retail discounts, guest passes, and more
- Ability to sign up in advance for Yoga and Community Fit classes online to guarantee your spot
- Special member pricing on workshops and classes

How is the Daytime Membership different than a Monthly or Annual Membership?

The Daytime Membership gives you access to First Ascent locations before 3:00 pm on weekdays. Check ins after 3:00 pm on weekdays or on weekends require the purchase of a \$9 Day Pass. Daytime Members can take a Learning The Ropes or Learning To Boulder class free, but must purchase the \$9 Day Pass to gain access to these classes in the evenings or on weekends. Daytime Members do get member pricing on classes and workshops.

What happens if I am unavailable during the time period of my paid-in-full membership (Annual or otherwise)?

Generally, pre-pay memberships are non-refundable. If you will be unavailable to climb for more than a month, you may place your membership on hold free of charge. The free hold can last as long as 6 months. After 6 months or when you return to the gym, the clock on your pre-pay will start ticking again. If you have an extenuating circumstance that causes you to move out of town, then we will issue you a credit in the amount of your unused paid-in-full membership that you can utilize for pro-shop purchases or classes. Extenuating circumstances will be evaluated on a case by case basis, and we will work with you to find an equitable solution.

Do I still have to pay my monthly recurring membership if I am injured/working out of town/going to school, etc?

No. Most members, if unavailable to climb for more than a month, freeze their membership. While your membership is frozen you will pay \$10/month. A freeze begins on the first of the month and must last for at least one month, proceeding in monthly increments thereafter. By freezing your membership, you avoid having to pay the \$50 enrollment fee for starting a new membership.

Are there any additional charges on top of the monthly membership cost?

There are no added charges except for: climbing classes, small group and/or semi-private fitness classes, special workshops, private climbing instruction or personal training, gear rentals, gym special events (competitions, parties, etc) and/or retail merchandise. Yoga and Community Fit classes are included in your membership.

Are there any additional charges for setting up an EFT/Credit card membership?

No additional charges for EFT/Credit Card payments. There are additional fees, however, in the event your credit card does not accept payment. The fee from First Ascent is \$10. The banks & other processing institutions may also charge additional fees. Please keep your Credit Card/Debit Card up to date.

Can I pay for my membership via check or in cash?

No, we only accept payment via credit card or debit card.

Will you close the gym for special events and make it unavailable to members?

We may close the gym from time to time for local/regional/national competitions. First Ascent is a member-focused facility, so we will not be closing the facility for group parties, etc. We pledge to inform customers via our Facebook page and e-mail should a closure be necessary for maintenance or other unusual circumstances.

What happens if I am dissatisfied with the gym?

We want everyone who enters a First Ascent gym to love their experience! If you are in any way unsatisfied, please contact gym management at feedback@firstascentclimbing.com or by asking for us at the front desk.

How do I cancel my membership?

We would hate to see you go, but we understand that there are circumstances that result in the need for a membership cancellation. Monthly recurring memberships must be cancelled in writing 7 days prior to the first of the month by emailing CANCELLATIONS@FIRSTASCENTCLIMBING.COM. Paid-in-full memberships (Annuals memberships, etc.) are generally non-refundable – see “What happens if I am unavailable during the time period of my paid-in-full membership?” above for more info.



FIRST ASCENT
CLIMBING & FITNESS

Locally grown.
World class.
Community focused.

How can I get in touch with First Ascent management?

We want to hear from you! Your feedback is important to us. Please email us at feedback@firstascentclimbing.com or call one of the facilities (Avondale: 773-564-9815; Uptown: 773-275-1212; Humboldt Park: 773-697-9743) and ask to speak with a manager.