

Payment, Standing Appointments, Rescheduling, Cancellation, And Credit Card Authorization

- We accept cash, checks, Mastercard, Visa, and Discover credit/debit cards.

All classes and private sessions must be paid for in advance.

- Military and professional dancer discounts do not apply toward services by Apprentice Instructors, nor do they apply toward retail goods purchased either online or in the studio. See FAQ's on our website (<https://www.5thlinemovementandfitness.com/faq-s-1>) for more information on military and dancer discounts.
- Single Session purchases must be used within one month of purchase unless rescheduled. A maximum of only 3 reschedules will be allowed on a single session purchase after which time the purchased session is no longer redeemable.
- New Client Specials must be used within one month of purchase and expire after that initial month.
- All other prepaid packages expire six months from the date of purchase.
- All packages are non-refundable and non-transferable. Please be sure that you can commit to an exercise program before purchasing any package.
- In order to maintain a standing appointment with a teacher, students must have a current package of private sessions on file.
- A new package of sessions must be purchased prior to finishing the current package to maintain the standing appointment.
- Standing appointments will be cancelled after three consecutive missed sessions.
- Please understand, your appointment time with an instructor or your place in class is reserved especially for you and we may have turned away other clients wanting that appointment or spot in class. Additionally, finding another client to fill your reserved appointment or spot in class can be extremely difficult -- particularly on short notice. **We therefore have a strict 24 hour cancellation / rescheduling policy.** All cancellations / reschedules with less than 24 hours' notice will be charged the full price of the appointment or class as if you had attended.
- **Duets or "semi-privates" may only be purchased by two family members or two people who have a close relationship with one another** as each person of the duet is completely dependent on the other regarding scheduled classes and being able to take class as opposed to having to forego class, or pay for a private because of the other person's inability to attend. Specifically, **if the other person is not able to attend and has given more than 24 hours' notice, you will be contacted by 5th Line and have the option to forego the class until the other person is able to resume attending; or you may elect to keep the scheduled time, but pay the private session rate for the level of instructor your duet was scheduled with.** If you choose to continue with the booked time and pay for a private session, **the amount the paid fo the duet will not be applied toward the private session** and you will still have the same number of duet lessons left on your account as the other person you signed up for the duets with. **If the person you are scheduled to have the duet with cancels less than 24 hours in advance, they will be charged the full price due to short notice cancellation. In this case, you will still be**

obligated to come to class and pay only the duet price. If you decide you don't want to come without the other person, both of you will be charged for the full amount of the session due to short notice cancellation, even though it wasn't you that originally gave notice of cancellation less than 24 hours ahead of time. We therefore discourage duets for the most part, however, if you feel you still want to purchase and sign up for a duet, you will be required to sign a contract specific to a duet purchase in which you will agree to the terms specified above.

- If you are experiencing COVID-19 symptoms (please refer to the COVID-19 tab in the menu at the top of any page on our website for a list of symptoms) -- especially multiple symptoms, it is less than 24 hours prior to your scheduled class or session; and you must cancel, you will not be charged for your missed appointment or class at that time, BUT ONLY ON THE CONDITION that you obtain and provide proof of positive test results within three days of your cancelled appointment.

Unfortunately, if you do test positive for the virus within those three days, any standing or future appointments will all be put on hold and the time will be opened to other clients until you are able to show proof of negative results. Only then will you be allowed to return to the studio and your standing / future appointments put back on the schedule.

If you cannot provide positive test results within three days of your cancelled appointment, you will be charged the full price for your missed session or class.

(Please initial below)

_____ Because I understand a minimum of 24 hours' notice is required to reschedule or cancel an appointment and that if I reschedule or cancel less than 24 hours in advance of my appointment or fail to show for my appointment without any notice, I will be charged the full price for the scheduled time. I therefore authorize 5th Line Movement and Fitness to keep my credit/debit card on file via secure, encrypted or tokenized electronic means.

Once we go live online with our scheduling and booking system, all clients will enter their own credit card information directly into a tokenized, secure system run by our merchant processor. Until then, Jenny, the owner of 5th Line, will call you upon receipt of this form. During the call Jenny will ask for the credit card information below and enter it directly into Square, the encrypted merchant processor we have been using.

Please DO NOT fill this information out and return to us via email as that is not a secure method of transmitting confidential information. The information provided below is only so you will know what information Jenny will ask for when she calls so she can secure your appointment or class.

_____. If I have purchased a prepaid package of classes and I must cancel/reschedule with less than 24 hours' notice, **A CLASS from my prepaid package WILL BE DEDUCTED from the amount of any prepaid classes I may have remaining on my account, and my CARD WILL NOT BE CHARGED.**

Credit Card Authorization Questions

All credit card on-file authorizations will remain in effect until cancelled in writing, and I no longer wish to be a 5th Line Movement and Fitness Client.

Card Type: MasterCard, VISA or Discover
Cardholder Name (as shown on card)
Card Number, Expiration Date (mm/yy), and CCV
Cardholder ZIP Code (from credit card billing address)

_____. I understand the scheduling, booking, cancellation and rescheduling policies detailed above and agree to them.

Client's printed name

Client's Signature

Date
