

# TERMS AND CONDITIONS OF JUST RIDE LLC DBA JUST REIGN

## REGISTRATION

In order to use this website, JustReign.com, a user must first create an Account, agree to the Terms and Conditions and sign the Release of Liability Waiver. The registration process will require users to give certain information such as name, phone number, and email address. This information is used to contact you about the products/ services on this site in which you expressed interest.

Registration of minors (ages 14-17) must be completed with a parent or legal guardian present and additional paperwork will be required in person at the studio prior to the minors first ride; minors under 16 must be accompanied by a parent or legal guardian during the ride at all times.

## UNDER AGE 14

You must be at least 14 years of age to attend classes. If you are under 14, DO NOT attempt to register on this website or send any information about yourself to us, including your name, address, telephone number, or email address. No one under the age of 14 may provide any personal information to or on this website. In the event we learn that any personal information has been submitted to the website from a child under age 14, account will be deleted.

## 14-17 YEARS OF AGE

If you are between the ages of 14 and 17, you may register on our website only with the involvement of a legal guardian. A legal guardian must be the person checking the Terms and Conditions box. A "liability waiver" must be signed at the studio by a legal guardian of a minor prior to that minor's first class. Minors under 16 must be accompanied by a parent or legal guardian during the ride at all times.

## HEIGHT REQUIREMENT

Riders must be at least 4'11" to take classes at Just Ride LLC DBA Just Reign.

## ALL SALES ARE FINAL

We do NOT provide refunds on class credits (series) monthly memberships, retail/merchandise, rentals; all sales are final.

## TRANSFERRING TO ANOTHER ACCOUNT

Classes are non-refundable, and nontransferable from one clients account to another.

## SCHEDULE AVAILABILITY/ CHANGES

All classes are subject to availability and classes/class times and instructors are subject to change.

## WAITLIST POLICIES AND PROCEDURES

If the ride is full, join the waitlist. To get on a waitlist, you must have a paid ride credit (class pack series) or a JR Membership that will be redeemed when you sign up.

### **MORE THAN 4-HOURS BEFORE YOU RIDE**

If a bike opens up, you will be added to the class, and receive an email notification. **No confirmation is required by the client.** The standard cancellation policy will be in effect. No cancellations will be allowed within 4-hours of being added to the class. However, if you are still on the waitlist prior to being added, you can cancel at any time without losing your credit or cancelation fees.

## **UP TO 4-HOURS BEFORE YOU RIDE**

Still on the waitlist within 4-hours prior to class? You will only be notified by email if a bike becomes available and can then you can choose to reserve the bike. Everyone on the waitlist will receive the same email, therefore this is a first come, first serve basis. If the rider cannot be reached or opts out of class, they will NOT be charged. If the rider confirms to be added to the class, and does not show, standard cancellation policy will apply.

## **CLASS CANCELTION/ NO SHOW POLICY**

We have a **4-hour cancelation policy**. This means you can cancel up to 4-hours before the class starts. If you do not cancel 4-hours prior start time, or do not show up, package holders will lose a class and Just Reign Membership holders will be charged a 'late cancelation' fee of \$20. You may cancel online through our website/mobile app, or call the studio and leave a voicemail, or send us an email at [Admin@justreign.com](mailto:Admin@justreign.com).

## **DECLINED PAYMENT FOR RECURRING FEES**

If your card on file declines for recurring fees or no-show/late cancel penalties, you will see a halt in your booking process. All fees must be up to date in order to continue booking your rides. If the card on file continuously declines month after month, fees will be accumulated on your account.

## **CLASS ADMITTANCE DEADLINE**

If you are not present at the studio 5-minutes prior to the class start time, your bike will be given away if another rider is physically in the studio and on the waitlist or chooses to change bikes. Under all circumstances, there will be NO ADMITTANCE to class after 5-minutes of the class start time for your safety and to prevent disruption to riders and the instructor.

**\*\*\*First-time riders** must arrive a minimum of 10-minutes prior to the start of class to allow sufficient time for setting up on bike.\*\*\*

If you are on your way to the studio and running late, please give us a call and we will hold your bike for up to 5-minutes after class begins, although we cannot guarantee it will be the same bike you signed up for.

## **MOVING CLASS TIMES ON THE SAME DAY**

If you need to switch to another class time in the same day, call or email us within 30 minutes of your class and we will swap it. However, if you are a no show and it is less than 30 minutes of the start of class, you will lose a class or be charged a late fee of \$20.

## **LEAVING CLASS EARLY**

We discourage leaving class early and want to hold our community accountable to the class and the class length they signed up for. However, in the event that you have to leave early, please let your instructor know before class starts.

## **CELL PHONE POLICY**

We do not allow cell phones in the cycle room. Please leave cell phones on silent in your locker. If you are expecting a call you cannot miss, please leave your phone with the front desk and should your phone ring, they will come notify you. Also, there is nothing more distracting than the lights and sounds of a cell phone when you are in the zone, so please, just don't bring it in!

## **OUTDOOR SHOES; STREET & CYCLE SHOES**

Our team at JR works very hard to keep our studio clean for our clients and part of that comes from NO OUTDOOR SHOES past the entry way carpet. If you have cycle shoes that have been worn on a road bike or trails, please do not wear these in the studio. We ask that your indoor cycle shoes are not put on until you are in the building.

## **DAILY SCHEDULE RELEASE**

The schedule will be released each Sunday at 12PM for the following 8 days.

## **CREDIT CARDS ON FILE**

You authorize Just Ride LLC DBA Just Reign to save and charge your credit card that is on file for the monthly membership, past due amounts, no-show/late cancel fees, shoe rentals, water, merchandise etc. If you are a membership holder, this authorization stays in place until your membership agreement is terminated. You shall make monthly payments before the beginning of the following month of membership and promptly notify us with updates to your credit card and/or bank information when it changes. You shall pay a \$10 fee for each time a credit card or bank payment is declined. If you fail to pay an amount when due, Just Ride LLC DBA Just Reign may suspend or cancel your membership and require you to pay all past due balances. This does not relieve you from the obligation to pay any unpaid balance.

## **JR MEMBERSHIP COMMITMENT**

I understand that monthly unlimited memberships are a 6-month or a 12-month commitment, and I will be charged monthly for a minimum 6-month or 12-months. After I have met the required 6-months or 12-months of payments, my membership will continue to be billed monthly until I choose to cancel the membership. Cancellations must be done at the studio with management. Those who sign up for a JR membership will sign the JR Membership contract in the studio.

## **EXPIRATION FOR CLASS PACKS (SERIES)**

Class packs all have an expiration date. Class packs are activated the day of purchase. Once expired, classes will not be redeemable or transferable to another client's account. Single classes are redeemable for 14 days; 5-class packs are redeemable for 30 days, 10-class packs are 90 days, and 20-class packs are 180 days.

## **MEMBERSHIP SUSPENSION/FREEZE**

We do not allow memberships to freeze/ pause or suspend. In the unfortunate event you have a medical emergency, or Military orders, please contact JR Management at [Admin@JustReign.com](mailto:Admin@JustReign.com)

## **MEMBERSHIP CANCELLATION**

Once your 12-month commitment or 6-month commitment is fulfilled, if you choose to cancel your automatic membership, please submit an inquire on our website for cancellation and our management team will contact you. We require an in person/ in studio signature for formal termination of your agreement. Cancellations must be within at least 15 days prior notice from your next automatic billing date.

## **MOVING OUT OF STATE**

If you are a JR Membership holder and are moving out of the state prior to your 12-month or 6-month commitment being fulfilled, you are still liable for charges of your membership until 12-months or 6-months

have been paid. If you are a class pack holder and have classes remaining, class packs still remain non-transferable.

**BY CHECKING THE “TERMS AND CONDITIONS” BOX I CERTIFY THAT I HAD ENOUGH TIME TO READ THIS DOCUMENT. I UNDERSTAND IT. AND I AGREE TO BE BOUND BY ITS TERMS.** When you check this box, you consent and agree to the terms and conditions disclosed. You may request a copy of the terms and conditions, though a copy is provided on our website.