

RGV ALL STARS SPORTS GYM TERMS AND CONDITIONS

Introduction

All of the Terms and Conditions apply for those who register as adults, and/or children under the age of 18 (with parent/guardian approval) to RGV ALL STARS SPORTS GYM, LLC as clients/client memberships. Terms and Conditions apply to these members in accessing use of RGV ALL STARS SPORTS GYM, LLC Products. All non-clients/non-client memberships have no access to what RGV ALL STARS SPORTS GYM, LLC offers.

What is a Client Membership?

A Client Membership is what we refer to as someone who has access and use for the gym and its amenities. This can include but is not limited to tournament players, temporary and recurring subscription users, people renting out the gym and anyone who pays money for access to what RGV ALL STARS SPORTS GYM, LLC offers. The terms clients or members may be used for short in this document.

Payments

All payments for the use of RGV ALL STARS SPORTS GYM, LLC will be through the application of Gymflow.io and Stripe. Any questions of the usage of how Stripe and Gymflow.io work payments should be addressed directly to them.

Gymflow.io is the system we use for purchasing an RGV ALL STARS SPORTS GYM, LLC memberships and credit packs. Stripe is how the money is processed. Using this system is a requirement to become a member.

Payments for use of gym facilities like gym rentals or pickleball will be expected to be paid in full for further use. Payments for these facilities will be purchased through credit packs.

If your client membership has an initial membership amount fee, the member agrees to pay RGV ALL STARS SPORTS GYM, LLC the membership amount by credit, debit card, or cash. You will be notified of any applicable membership amount at the end of the online joining process, and this amount will be confirmed to you by email.

If your client membership has a recurring monthly membership amount fee, the client agrees to maintain a subscription payment with RGV ALL STARS SPORTS GYM, LLC. Your first monthly membership amount is due on the date shown at the end of the online joining process. Subsequent monthly membership is due depending on what RGV ALL STARS SPORTS GYM, LLC informs the member (which may include listed prices on the company's internet portals).

If the terms on which you are accepted as a client include an initial promotional rate, the client agrees to pay the discounted promotional rate as a recurring monthly client membership

amount during the introductory period specified in the promotional or introductory offer. Thereafter, we may debit for the higher standard monthly membership amount in respect of each successive month after the introductory period has lapsed or until your membership is cancelled.

We reserve the right, at our discretion, to change your client membership amount fee. If this happens, we'll notify you by email, not more than 3 weeks before the change is made. You are able to cancel your membership within this period. If we don't hear from you within this period the new monthly membership amount fee will apply automatically.

You agree to pay us the client membership amount regardless of whether there is any temporary interruptions in services during the period, foreseen or unforeseen. In circumstances where we are required to close or restrict facilities for any reason no refunds will be due.

If any client's card payment expires, the client must update the card to continue services with us.

There will be no refunds a week after payments are made. Client members must be responsible for requesting refunds from RGV ALL STARS SPORTS GYM, LLC. Please Contact us at (956) 855-2853.

Account

Registration and Payment to RGV ALL STARS SPORTS GYM, LLC will be through the application Gymflow.io and Stripe, respectively, on our website www.rgvallstarssportsgym.com.

RGV ALL STARS SPORTS GYM, LLC, will respect personal information of all our members.

If you want to terminate your account with RGV ALL STARS SPORTS GYM, LLC, please call or text us at (956) 855-2853. Our company representative will give you instructions on how to cancel your membership.

Your Personal Content

Any pictures and/or videos of members in the facilities will give RGV ALL STARS SPORTS GYM, LLC the right to use for media and marketing purposes.

Gymflow.io and Stripe

Gymflow.io and Stripe are business entities that RGV ALL STARS SPORTS GYM, LLC works with. Further questions with the handling of data and usage of these entities should be followed according to their Terms and Conditions.

Gymflow.io is the system we use for purchasing RGV All Stars Sports Gym memberships and credits. Stripe is how the money is processed. Using this system is a requirement to become a client member.

Cancelling Your Membership

You may cancel your rolling client membership by contacting our business at any time.

We may terminate this agreement and membership effective immediately if any applicable joining fee, administration fee, client membership amount or monthly membership amount is not paid by the due date.

We may terminate this agreement and cancel any membership immediately if any member breaks any rules given at our facilities. In this event you will no longer be able to access our facilities, and we will not refund any monies.

We consider the safety of our members and our staff to be most important. We reserve the right to refuse any application for client membership or terminate an existing client membership where we consider that that membership may pose a risk to the health and/or safety of other members or staff. If this applies to anyone, they will be notified and refund all unused joining fees, administration fees, or client membership amount. If health and/or safety was harmed by a broken rule, no refunds will apply.

Changing Your Membership

Client membership types can be changed. Fees may apply.

If you have a discounted client membership and you change to a new client membership product, you will waive the right to the discount (or any promotional rate) on the original membership and pay the standard price on the new membership.

If you have a discounted client membership and this membership is terminated, you will waive the right to the discount and pay the advertised membership amount or monthly membership.

We may, with reasonable notice and at our discretion, close our premises for reasonable periods to carry out maintenance, repairs, refurbishment, cleaning or for other reasons outside of our control, including at least 2 days a year for necessary maintenance or other work. We will work to reopen facilities as soon as possible. You agree that you will not be eligible for any refund for the temporary interruption in services during the period.

We reserve the right to increase, reduce or withdraw certain facilities, services, or activities as well as change opening times in any gym either permanently or temporarily at any time. Where possible we will aim to give at least one weeks' notice of any changes.

Pausing Your Membership

If you are a client member, you may pause your rolling account by contacting our gym.

When your client membership is paused your access will be deactivated and you will not have access to our gym. To reactivate your access, you can resume your membership anytime from the members app.

When a client member pauses their account, they must reactivate their account in the member app or with us. Before accessing the gym, this can be done at any time and a payment will be taken for the remaining period before their next billing cycle.

Credit Packs

The client member agrees that their credit pack purchases cannot be exchanged for other credit packs. If the client member has an issue with their credit, they may text or call us at (956) 855-2853 to receive assistance. Credit packs will be used to book classes.

Classes

Classes through Gymflow.io will host gym facilities. The client member agrees to book their classes through the Gymflow.io application.

Promotions

All promotions will be only official if advertised through RGV ALL STARS SPORTS GYM, LLC. Any other advertisements will not apply.

All promotions will be official by what is listed on our website: <https://rgvallstarssportsgym.com>.

Any promotion that applies that is not on our website will be up to RGV ALL STARS SPORTS GYM, LLC to decide.

Scheduling

Scheduling will be determined by the member client through themselves on Gymflow.io or with booking help with a company representative.

Tournaments

Once a client pays for a tournament there will be no refunds, unless of an approved emergency. The client agrees that being absent to a tournament does not grant a refund. All ultimate rules will be determined by the Tournament Host.

Loss of Items

Any loss of items while using the gym space is not liable for RGV ALL STARS SPORTS GYM, LLC, and it is up to the client to handle and find missed items. The client may request to view the lost

and found storage to find any items that belong to the client, but must first describe the item they are missing to avoid fraud. The client may make this request of any staff of the gym.

Using the Gym

The usage of anything in the gym will be handled with care as instructed. All lessons and rules from the staff or posted in the gym are required to be followed to avoid any serious injury and/or situation.

You are entitled to access and to use the gym defined by your membership until termination or suspension of that membership pursuant to this agreement.

We will make reasonable efforts available to you for the rights and privileges of the membership you have paid for. This includes but is not limited to equipment, staff etc.

Everyone must obey all signs and rules given either orally or verbally even translated through a party other than RGV ALL STARS SPORTS GYM, LLC.

We will make reasonable effort to communicate to you in advance if we are unable to make available to you the rights and privileges of membership.

To ensure appropriate use of our gyms, gym equipment and facilities, we may monitor client members' use of our gyms. We may deem your behavior to be a potential abuse of the system, if this occurs, we may take action on in ways like membership status, gym usage and anything regarding your account with us.

No one is allowed to steal equipment or other property that doesn't belong to them. This could also lead to penalties on your membership status, gym usage and anything regarding your account with us.

Client members are expected to bring pickleball equipment or rent equipment (if available) when playing said sport. Pickleballs will be provided.

If playing any other sport, members will be obligated to bring such equipment that said member's coach deems necessary.

Working with Staff

It is the staff's duty to be respectful and teach you proper technique when dealing with them. Any issue or harm you get from the staff should be reported to management at the company phone (956) 855-2853.

Our staff is here to be helpful and train while making the environment safe and comfortable for everyone.

Not all staff is credited to train or improve your skill but can still play if need be and possible.

Questions/Phone

If anyone has questions regarding RGV ALL STARS SPORTS GYM, LLC please text us at (956) 855-2853.

Terms and Conditions Updates

Terms and Conditions are subject to change and will be followed after each update. Any changes will be addressed through email accordingly for clients on membership subscription. You can find a copy of these terms on the Gymflow.io Membership Portal or on our website <https://www.rgvallstarssportsgym.com> .