

Invictus Membership Policies

1) Monthly Membership Dues

- a. All Invictus Memberships are set to renew on the first of every month. This will recur every month. Members are required to provide a valid payment method, such as a credit card or bank account, for monthly automatic payments. The payment method must be authorized for recurring charges.
- b. Payment Authorization: By enrolling in Invictus membership, members authorize Invictus to automatically charge the monthly membership dues to their designated payment method.
- c. Prorated Dues: If you are a new member and purchased your membership mid-late month. Your membership will be prorated upon ordering at Invictus. If you happen to order a membership online, your next month's payment will be prorated. Please note, if you order a membership towards the end of the month, your renewal date will be pushed back to the next upcoming month. For example, if a member orders on March 25th, their renewal date will be May 1st instead of April 1st. Between March 25th and April 1st they can book all appointments included in their membership. If they happen to book more they will be charged the discounted member price for drop in sessions. (\$25 for classes and \$65 for privates). Please contact us for any questions (702-625-3955).

2) Membership Changes

- a. Membership Upgrades/Downgrades: Members can request changes to their membership type by contacting Contact@invictussoccerlv.com by email or phone (702-625-3955). Changes will be subject to availability and any applicable fees or adjustments.
- b. Membership Freeze: Members may be eligible to freeze their membership for a specified period due to circumstances such as illness, injury, availability or other specific reasons. Requests for membership freeze should be submitted via email to contact@invictussoccerlv.com or phone at 702-625-3955
- c. Membership Cancellation: Members must reach out to our Membership Coordinator & Support team at 702-625-3955 or contact@invictussoccerlv.com prior to their renewal date in order to cancel their membership. If you wish to cancel your membership you must reach out to the admin PRIOR to your renewal date, no refunds will be issued after renewal. If membership is canceled and there is still a remaining balance, the members are able to book their remaining sessions through the end of the last paid billing cycle. Sessions will not roll over, and refunds will not be given for sessions that were not booked. Prior to finalizing cancellation, Invictus requires all members to complete a quick exit survey (less than 3 minutes). Invictus aims to provide the best experience possible and every members' feedback plays a great role in that.

3) Booking Policy

- a. Membership Session Allotment:
 - i. Session Allocation:
 - 1. Memberships allot a specific number of sessions per month.
 - 2. All allocated sessions must be booked within the same month.
- b. Scheduling Sessions:
 - i. Invictus takes pride in prioritizing player development over profits, for that reason we ask that you only show up to classes you've registered for. Important for class rosters to be accurate prior to sessions; this ensures class capacities are accurate and we stay true to our class capacity of 10 players to maximize repetition and coaching for our trainees.
 - ii. Walk-ins are not permitted. All sessions must be scheduled in advance through the online booking system. Members are only allowed to attend sessions they have scheduled through the official booking system.
- c. No Rollover Policy:
 - i. Unused sessions do not roll over into the next month.
 - ii. It is the member's responsibility to utilize their allotted sessions within the designated month.
- d. Session Cancellation Policy:
 - i. Cancellation Window:
 - 1. Sessions can be canceled without charge if canceled at least 6 hours before the scheduled start time. If cancellation is not made 6 hours prior to the scheduled start time, the session will be charged at full price if it's at a drop-in rate or count towards your monthly membership's allotted sessions.
 - ii. No Show Fee:
 - 1. Sessions that are marked as no-show with no proof of cancellation/rescheduling attempts prior to the scheduled start time are subject to a \$20 fee. A no show is defined as a session that was booked, but not attended by a member and no notice was given at least 30 minutes prior to beginning of the session.
 - iii. Cancellation Process:
 - 1. Members are encouraged to use the Invictus Soccer App to manage their membership and session history. If having difficulty with the app, please reach out to our Membership Coordinator & Support team at 702-625-3955.

4) Payment Collection

- a. **Payment Failure:** If Invictus is unable to successfully draft the monthly membership dues from the member's designated payment method when due, we will continue to attempt collection thereafter. If your payment does not go through upon your renewal date and thereafter, your membership will become inactive and you will not be able to book classes. Please reactivate your membership on the app as soon as possible to continue training as normal.
- b. **Collection Attempts:** Invictus will make multiple attempts to collect the outstanding payment, which may include contacting the member to update payment information.

5) Membership Suspension/Termination

- a. **Suspension:** Failure to make timely payments may result in the temporary suspension of membership benefits until all outstanding dues are settled. Members will not be able to attend sessions until balances have been paid in full.
- b. **Termination:** If a member fails to make payment for an extended period despite reasonable attempts to resolve the issue, Invictus reserves the right to terminate the membership in accordance with the terms outlined in the membership agreement.

6) Policy Updates

- a. Invictus reserves the right to update or modify this Membership Policy at any time. Members will be notified in advance of any changes to the policy.