



Terms & Conditions for Gaga Online Member - Unlimited Contract via Mindbody

Gaga Online's regular terms & agreements apply to this contract.

Contracts consist of subscriptions to Gaga Online classes which are paid in monthly installments. The activation date of your contract & membership is the purchase date of the contract. Your payment method will be charged at the beginning of each month-long membership period. All purchases, including recurring charges, are final and non-refundable. Unused services do not roll over to the next month-long membership period.

Memberships are valid for entry to online classes held as part of Gaga's schedule of ongoing online classes via the Mindbody registration system. Gaga reserves the right to change the schedule of classes. Entry to and payment for special enrollments, workshops, intensives, GagaHomeLabs, and Gaga/people Workshops, whether through Mindbody or through other registration platforms, are not included.

Automatic Renewal: To the extent permitted by applicable law, memberships automatically renew on a monthly basis until you cancel. Your payment method will be charged at the beginning of each membership period.

Price: Prices and other terms of purchase are subject to change. When you purchase a membership, you will initially be charged at the rate applicable at the time of your contract activation. If Gaga later changes the price of the membership, Gaga will notify you via email. The increase will apply to the next payment due from you after the notice.

Termination: You may terminate your Gaga Online membership at any time, for any reason.

Cancel anytime by visiting Gaga's Mindbody page at this URL:

<https://clients.mindbodyonline.com/classic/ws?studioid=711578&stype=-98>

Sign into your account with your username and password. Click on the "Account" button in the "My Info" tab. Under the "Autopays" heading you will see your contract. On the right hand side, click "terminate". A pop-up window will appear, asking if you are sure you would like to terminate. Click "OK". Your contract will then be cancelled, and you will not be charged for any future months. **Please note: Once you have terminated your contract, you will be unable to register for classes. The termination is effective immediately. We recommend cancelling the day before your next billing cycle, if you would like to take advantage of the time remaining on your pass.

Alternatively, contact us at GagaOnline@gagapeople.com no later than 5 days before your next automatic payment, and your membership will be terminated at the end of your current billing cycle.

When terminating, you will not receive a refund for the current billing period or any part thereof.

Payment method: You must provide a valid payment method which remains on file, and it is your responsibility to ensure there are sufficient funds available to cover the recurring monthly payment. In case of rejected or refused payment, our policy is to reprocess the payment. Gaga is in no way responsible for additional fees that you may incur from your bank or credit card provider.

You are responsible for ensuring that your stored payment method is not expired. If your credit card on record is set to expire, you must update it in the My Account section of Gaga's Mindbody platform. Please contact us immediately at GagaOnline@gagapeople.com if you have problems updating your credit card details.

Members will be suspended from booking in case of unsuccessful payment.

Individual usage: Gaga Online membership is intended for individual use. Members of Gaga Online may not share, give or sell their password or username to any other person or entity. When becoming a Member you agree to take all actions possible to protect your username and password from fraudulent use. Gaga Online reserves the right to cancel any membership it believes has been compromised, or is being used fraudulently, at its own discretion.

Member-initiated suspensions: Members have the right to suspend their membership under the following conditions. 1. A suspension can be requested once every calendar year. 2. A suspension may be applied for any reason. Medical suspensions will fall under this policy. 3. A suspension can be implemented for a minimum of 2 weeks and a maximum of 4 weeks. Medical suspensions can be requested for a maximum of 3 months upon submission of a doctor's note. 4. The suspension request must mention a start and an end date. 5. The suspension will be valid for one continuous period. 6. Requests for suspension must be made to GagaOnline@gagapeople.com at least 5 days prior to the proposed start of the suspension. For medical suspensions, the suspension request must be submitted a maximum of 14 days after the start date of the suspension.