



Billing Procedures

BILLING

For all program options keep in mind the following:

- All calendars start on a Monday
- All payments are processed either on the Monday prior to your next calendar's start date, seven days before the calendar is due to start OR for Premiere coaching: on dates specified by your administrator.
- A "**Hold**" policy applies to **Program-A** and **Program-B** only.
- Programs **A** and **B** require payment by Credit Card only

PROGRAM-A COACHING

Program-A "Premiere Coaching" consists of 4months of coaching broken into monthly payments of:

Program-A Coaching:

- 1st Month's payment \$275
- 2nd Month's payment \$275
- 3rd Month's payment \$275
- 4th Month's payment \$275
- subsequent months \$275

*Example: Joe's program is due to start on 02/16/09. His card will be charged \$275 on 02/09/09 and **automatically** charged \$275 on the 5th of March, April and May.*

Once you have completed 4months at the **Program-A** level, you will need to renew your coaching membership online.

Program-A..... Hold Policy:

We understand that people get injured, have emergencies, and take breaks, so we have initiated the HOLD policy which states: "An athlete may place a "hold" on his/her program **between** monthly payments."

Program-A consists of 4months of coaching. Between any two months if you wish to go on Hold simply notify your coach. The billing schedule will remain even if you put your program on hold. You will, still, be billed and your coach will OWE YOU x-number of months when you choose to resume. It is the athlete's responsibility to notify the coach when the program is to resume.



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PROGRAM-B COACHING

Program-B “Annual Plan” is a commitment to complete 48 weeks of coaching for a volume discount of \$295. Your card will be **automatically** charged every 12weeks.

Program-B “Annual Plan” Coaching:

- 1st Payment \$385
- 2nd Payment \$385
- 3rd Payment \$385
- 4th Payment \$150

(This option saves you an average of \$73.75 per calendar over the Program C option)

*Example: Joe’s program is due to start on 02/16/09. His card will be charged \$385 on 02/09/09. His future payments will **automatically** be charged as follows:*

\$385 for his 2nd payment on 05/04/09

\$385 for his 3rd payment on 07/27/09

\$150 for his 4th payment on 10/19/09\$235 discount (60% off the on the last payment)

In the 10th week of each calendar you will need to forward your coach the information needed to write your next calendar. Billing is automatic, so you will be charged even if your coach has not received your next calendars information. At the end of your four calendars you will need to renew online.

Program-BHold Policy:

We understand that people get injured, have emergencies, and take breaks and need rest in the off season, so we have initiated the HOLD policy which states: “An athlete may place a “hold” on his/her program **between** payments only.” **Program B Coaching** consists of **48weeks of coaching** and not a full calendar year. Between any two payments if you wish to go on Hold simply notify your coach **two weeks** prior to your next payment date. You will be charged your next payment even if you put your program on hold. Your coach will OWE YOU 12-weeks of coaching when you choose to resume. Any future payment dates will be adjusted. It is the athlete’s responsibility to notify the coach when the program is to resume.

PROGRAM-C COACHING

Program-C “Calendar by Calendar” is a **one** Calendar minimum (12weeks). Your card will be charged \$400 the Monday before the Calendar is due to start.

Program-C “Calendar by Calendar” Coaching:

- 1st Calendar \$400
- subsequent Calendars \$400

Example: Joe’s program is due to start on 02/16/09. His card will be charge on 02/09/09 for his first Calendar.

Upon completion of each Calendar under **Program-C “Calendar by Calendar”** you will need to go online and submit a renewal form to continue your coaching.



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Cancellations

You may cancel your membership at any time, but there will be no refunds issued.

- [If you have any questions, please contact Studio7 athlete account manager Sandy Dyer @ (828) 874-3717.]

Thanks.

Sandy Dyer

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