



Terms & Conditions

All customers and visitors to CycleOM.com are subject to the following Terms and Conditions, Assumption of Risk, Liability Waiver and Release. By using this website, you agree to the Terms of Service set forth below. If you do not agree to these terms, please do not use this website.

Accounts

In order to purchase and reserve CycleOM classes, you must create an online account and become a member of the studio. When creating an account, all information submitted must be accurate and complete. Members are never authorized to use another person's account, and are personally liable for all account activity.

Membership details are stored electronically and are used to notify you about your class attendance, packages and qualifying promotions. Details are stored securely and are subject to CycleOM's privacy policy.

Passwords

Members are solely responsible for the security of their online account. Passwords should be secure and not shared. CycleOM is not liable for any losses caused by unauthorized use of accounts, and customers could be held responsible for any CycleOM or other losses due to negligence and/or unauthorized use.

Purchases/Charges

CycleOM accepts Visa, MasterCard, AMEX, and cash. Purchases can be made online or at the studio. Your credit/debit card will be charged for your order when you submit your reservation. All packages are non-refundable and non-transferable.

Reservations

In order to make a class reservation, you must first register at www.CycleOM.com and purchase a class package. You may also purchase packages at the studio with a CycleOM representative. Pricing and package options are subject to change.

Class schedules are released weekly on Sunday at 4:00PM. Reservations can be made one week in advance, up until 15 minutes prior to scheduled class time.

Cancellation Policy

If you've booked a class and want to cancel it, you must let us know by 6pm the evening before or more in advance of the class start time, or you'll be charged for the class. You can cancel a class reservation by simply logging into your account and selecting the "Cancel" option next to your upcoming classes or call us. If you cancel by 6pm the evening before or more in advance of the class start time, your class credit will be returned to your account. If you do not cancel by 6pm the evening before or more in advance of the class start time, the credit will not be returned to your account. If you have an unlimited package (weekly or monthly) it is also your responsibility to cancel your class by 6pm the evening before or more in advance of the class start time. If you reserve a class using an unlimited membership and do not cancel by 6pm the evening before or more in advance of the class start time, we reserve the right to charge you a late cancellation fee ("No Show") of at least \$20 or whatever the single class rate is at that point in time.



NOTE: ALL BIKES WILL BE RELEASED 3 MINUTES PRIOR TO THE START OF CLASS. If you arrive after the 3-minute deadline, you are NOT guaranteed your reserved bike. If there are open bikes, late riders are given a 3-minute grace period after class start to be escorted into the studio to an open bike. Riders arriving after this 3-minute grace period are subject to the cancelation policy.

Walk-In's

All bikes are released for walk-ins 3-minutes prior to scheduled class time. Please see the front desk to be assigned an open bike.

Wait List

Members are offered admittance from the waitlist on a first come, first served basis, notified through e-mail.

Expiration

Class packages expire 1 year from purchase and are non-transferrable and non-refundable unless otherwise stated.

Minors

Minors between the ages of 13-17, who meet the minimum height requirement of 4' 11" are required to register in-person at CycleOM with a parent or legal guardian. Only after the minor has been authorized by a parent or legal guardian via signed release waiver, may the minor use our website to reserve classes. Accounts created by minors without a signed waiver on file will be terminated, and class packages will be forfeited.

No minors or children are to be left in the reception area, or the studio without adult supervision (this does not include the CycleOM staff).

Exclusions and Limitations

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CycleOM does not however exclude liability for death or personal injury caused by its negligence. The above exclusions and limitations apply only to the extent permitted by law. None of your statutory rights as a consumer are affected.

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