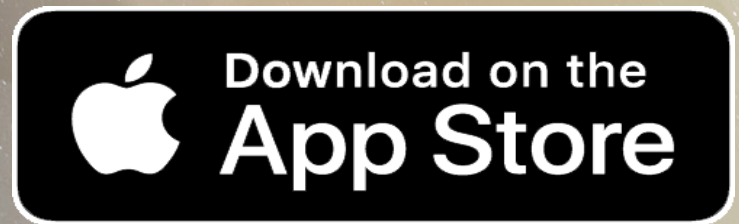
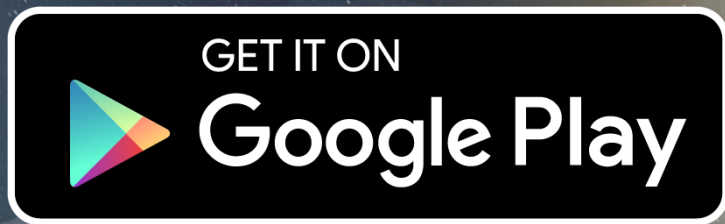


Hey you! To make life easier and save time
we have pre-loaded the new app with your
information and class pass.
We hope you will LOVE it!



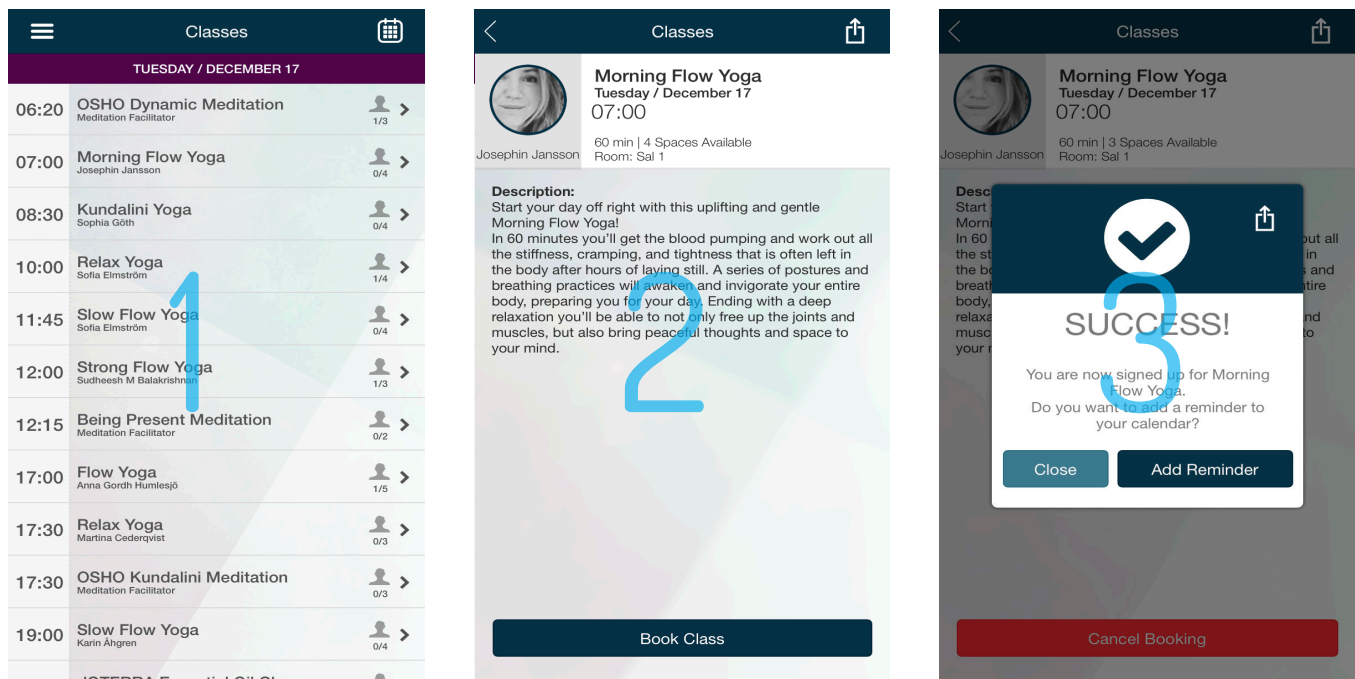
Simply click on the button to download the app.

Log in using the same email as in the old app and
simply create a new password. Your profile is already
in the system with your current membership/clip card
added.

*Please make sure to read our updated terms
and conditions attached below.



1. HOW TO BOOK? It's easy!



1. Choose what class you'd like to book.
2. At the bottom of the class description, press "Book Class".
3. "Success!" - You're booked. And guess what?! You can sync it with your calendar.

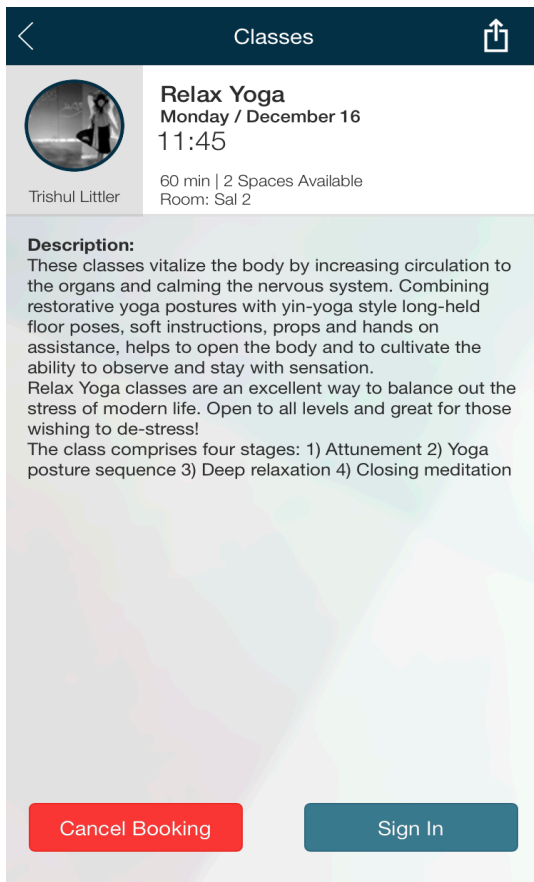
*You can pre-book your spot 7 days prior to class.

ARE YOU A FULL ON? LOOK HERE:

At the end of each month you will receive two promo codes to share with your friends for the next month. They can then create an account in the app or online and join you for a FREE class.

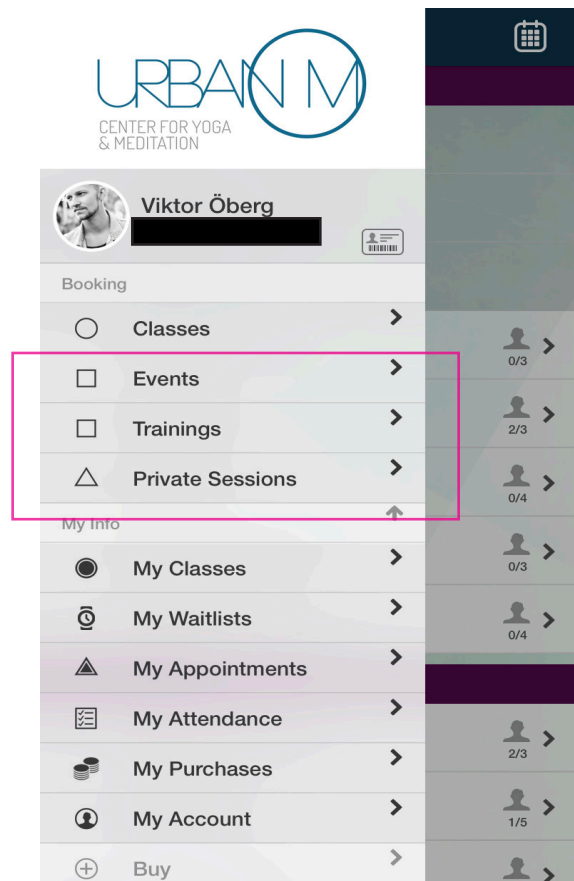


2. HOW TO CHECK IN? Easy through the app!



- 120 minutes prior to class the “Sign in” button appears on your booking. To check in, simply press the button.
- You can cancel your booking up to 30 minutes prior to class. By pressing “Cancel Booking”
- You can of course always check in at front desk as well.

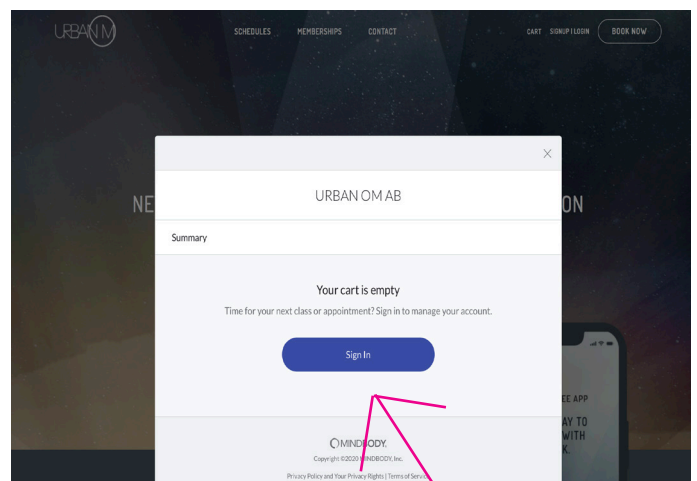
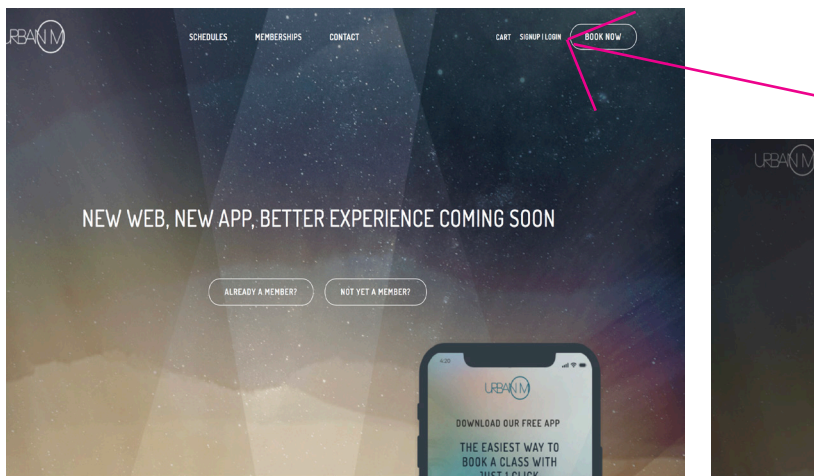
- In the new app you can sign up for events, classes, courses + sessions.



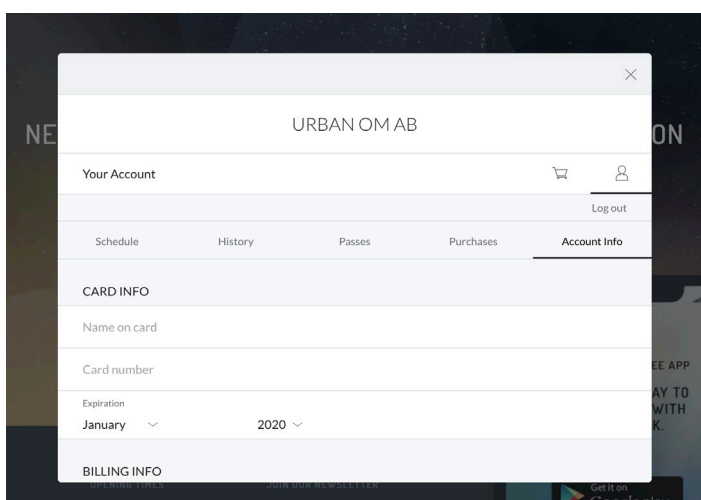
3. UPDATE YOUR BILLING INFORMATION

The new system no longer offer bank account withdrawals (Auto-Giro) instead it's directly connected to a credit card. To update your billing information, follow the steps bellow:

1. Launch www.urbanom.se
2. Press on login & sign in with your profile details.



3. Update your billing information



*If the billing information is not updated we will send you an invoice instead. Additional invoice fee of 50 SEK will be added.



4. WHAT'S NEW?

- Book and pay for events and courses through app & web.
- **FREE BIRD** (month-to-month + start-up fee).
No binding period for new FREE BIRD memberships. Cancellation policy is 30 days.
Start-up fee 250 SEK. If you're currently a FREE BIRD member you can cancel it whenever it suits you. *No start-up fee will be added for running memberships.
- Book and pay for therapy and body-work sessions through app & web.
- As a Clip Card holder you can see how many clips you have left and when they expire. If you've used them all, you can top up directly through the app.
- See previous purchases under "My Purchases".
- Keep track of classes attended in "My Attendance".
- The room is now visible when viewing class description or booking.
- **Refer a friend** - For every friend whom you refer, you will receive a 5% discount on your monthly subscription! This is automatically applied for the duration of your friend's continued membership.
* Only applicable to monthly memberships. Clip Cards not valid for offer.
- **NEW WEBSITE!** In the beginning of January we'll launch our new website, designed and built to be as customer friendly as possible. You sign in with your profile details in the top right corner and everything is synchronised with the app.

4. PAYMENT UPDATES

- Monthly payments only. From January 2020 we no longer accept Upfront Payments. All memberships is now subscription paid. Commit membership is as before 12 month binding.
- Free bird is updated to be a more flexible membership: month-to-month with a 30 day cancellation policy and an additional start-up fee of 250 SEK.
- If memberships would like to be paid by invoice there will be an additional admin fee of 50 SEK.
- Website purchases still available and way more functional than before. You can now purchase both on web and in the app. All connected to your profile.
- Company Payments - are easiest paid by a company card but can also be invoiced as before.
- Once an event or training is paid, you cannot cancel. Always read the terms and condition for each training and contact the center for further assistance.

*No-Show fee for Full ON's are still 250 SEK per Event.

5. CONTRACT UPDATE

1. The Membership is personal.
2. Your membership will run for minimum 12 months (commit) or month by month (free bird). Commit memberships will renew automatically if not cancelled 30 days in advance.
3. Auto-payments: The date you signed up for your membership will be date when the direct debit will happen each month. Meaning, if you sign up on April 5 the withdrawals will be on the 5th of each coming month. (This can be updated on request)
4. If there is no money in your account at the time of direct debit, we will try and withdraw it every day for seven days. If we still haven't been able to withdraw the money you will receive an invoice with an additional fee of 50 sek.
5. Invoice payments are due within 10 days from issue. When the due date has passed, a reminder will be sent with a reminder fee. After another 10 days, any unpaid invoices will be sent to debt collection (Kredithanterarna).
6. Access to classes cannot be guaranteed. Booking is required to secure a place in a class. If the Member that booked the class has not showed up 5 min before the class starts the place will be released to a waiting list.
7. Urban OM has a policy of not letting participants into a class after doors have been closed out of respect to the teacher and other members.
8. Urban OM reserves the right to close the center for red days / Swedish holidays.
9. Urban OM will offer a reduced schedule and / or close for holiday periods during summer and winter.
10. The Member agrees to abide by the Urban OM ground rules:
 1. Do not harm yourself or others.
 2. Respect the space created at Urban OM for fellow Members and Clients.
 3. Urban OM reserves the right to ask the Client to leave the Center if deemed necessary.
11. Transfer of membership is not possible.
12. Urban OM does not take responsibility if a Member gets injured during their practice.
13. Urban OM does not take responsibility for personal items lost in the facility - left behind, intentionally or accidentally.
14. MAT STORAGE for Full ON members only - If you wish to leave your own mat in a personalized space here, please request support from reception. Our only request in return is to label your mat with your full name. Urban OM do not take any responsibility for the mat garage.
15. Misplaced mats are stored in our Lost + Found for one month from the date they were found.
16. The Member hereby accepts, by signing the membership agreement, that the Member's personal information is collected, registered and recorded in accordance with GDPR. The Member accepts that Urban OM has the right to use phone number, post address and e-mail address for communication between Urban OM, Urban OM partners and the Member. The Member has a right to ask to be removed as a recipient.