

FLEX CLUB BY ULZII KEE

Member Guide, Rules & Regulations

A clear reference for membership commitments, payments, benefits, booking and member responsibilities.

Two membership commitments

Quarterly: commit three months at a time and cancel before any quarterly renewal. **Yearly:** pay for 12 months upfront and receive the annual allocation of included credits after payment. The yearly price is 5% below four quarterly payments.

Benefits release after payment

Quarterly allocations release with each successful quarterly payment. Annual credit allocations release once, after successful yearly payment. Every tier includes three scheduled Flexibility Live classes weekly during the published 43-week calendar.

Yearly retreat credit vouchers

Advanced yearly: \$100. Pro yearly: \$200. Quarterly memberships do not include retreat credit vouchers.

Seven-day complimentary trial for new members

Every new member starts with a seven-day complimentary trial. Your trial converts to the paid membership you selected unless you cancel before the trial ends (see Section 04). No credits, discounts, priority access or vouchers are released during the trial; the first payment and the first credit release happen after it. Questions: info@ulziiflexclub.com

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Membership and payment

Choose a three-month commitment or a prepaid 12-month membership.

Tier	Quarterly (every 3 months)	Yearly (paid upfront, 12 months)	Yearly monthly equivalent	Yearly saving vs. 4 quarters
Essential	\$120	\$456	\$38	\$24
Progress	\$225	\$855	\$71.25	\$45
Advanced	\$315	\$1,197	\$99.75	\$63
Pro	\$495	\$1,881	\$156.75	\$99

- All prices are in US dollars. Yearly pricing is 5% below four quarterly payments. Applicable taxes, if any, are shown at checkout.
- Monthly equivalents are comparison figures only; **Flex Club does not bill monthly**. Quarterly monthly equivalents: Essential \$40, Progress \$75, Advanced \$105, Pro \$165.
- A quarter means three months from the first successful payment after the trial, not a fixed calendar quarter. Quarterly payments do not create a 12-month commitment.
- Quarterly membership renews in successive three-month commitments billed quarterly in advance until canceled.
- When you sign up for a yearly membership, you choose what happens after your paid year: renew yearly, continue quarterly, or end your membership. No option is preselected and you must choose one at checkout (see Section 04).
- Flex Hours, Private Coaching Hours, discounts, priority access and applicable Retreat Credit Vouchers begin only after the first successful payment.
- Prices may change for future terms. We give at least 30 days' written notice before a change affects your next charge.

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Membership benefits

Whole-hour credits with clear quarterly and yearly allocations.

Benefit	Essential	Progress	Advanced	Pro
Flexibility Live classes	3 per week	3 per week	3 per week	3 per week
Discount on eligible additional private lessons	5%	10%	15%	20%
Priority booking	—	—	7 days	14 days
Weekly video feedback	—	—	—	Included
Retreat Credit Voucher	Yearly: none	Yearly: none	Yearly: \$100	Yearly: \$200

- **Essential** includes no Flex Hours, Private Coaching Hours or retreat voucher.
- **Progress** includes Flex Hours only: 2 each paid quarter, or 12 after yearly payment. No Private Coaching Hours or retreat voucher.
- **Advanced** includes 3 Flex Hours and 1 Private Coaching Hour each paid quarter. Yearly: 16 Flex Hours, 4 Private Coaching Hours and a \$100 Retreat Credit Voucher after yearly payment.
- **Pro** includes 4 Flex Hours and 2 Private Coaching Hours each paid quarter. Yearly: 20 Flex Hours, 8 Private Coaching Hours and a \$200 Retreat Credit Voucher after yearly payment.
- Four paid quarters and one paid year give the same number of Private Coaching Hours. Yearly membership adds 5% savings, credits available upfront, 4 extra Flex Hours (Progress, Advanced and Pro) and the retreat voucher (Advanced and Pro).
- Every membership includes three Flexibility Live classes weekly during the published 43-week training calendar. Published holiday and retreat closures apply, and weekly video feedback pauses during those closures.
- Retreat Credit Vouchers apply only to eligible Flex Club retreats and are not redeemable for cash. Benefit balances are personal and nontransferable. The member account is the official record of released and available credits.

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Benefit release

Credits become available after each successful payment.

Quarterly allocations

Tier	Flex Hours	Private Coaching Hours	Retreat credit
Essential	0	0	None
Progress	2	0	None
Advanced	3	1	None
Pro	4	2	None

Yearly allocations

Tier	Flex Hours	Private Coaching Hours	Retreat credit
Essential	0	0	None
Progress	12	0	None
Advanced	16	4	\$100
Pro	20	8	\$200

- Each Private Coaching Hour entitles the member to one 55-minute private coaching session. These credits are separate from Flex Hours.
- Annual allocations are released once, after payment in full. Live classes and weekly video feedback are delivered over the active membership and are not banked credits.
- Booking remains subject to program eligibility, prerequisites, published schedules and availability.
- Future quarterly allocations cannot be borrowed.
- Each eligible program or intensive shows the number of Flex Hours it requires before you book.
- **Priority booking** means eligible bookings open to Advanced members 7 days, and to Pro members 14 days, before they open to all members.

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Using your benefits

Release, carry-forward, expiry and account rules.

- **Flex Hours** carry forward without a cap or annual reset while your membership remains continuously active and renewed.
- After cancellation or non-renewal, unused Flex Hours remain available through the current paid term and expire when that term ends. Turning off renewal alone does not remove them.
- **Private Coaching Hours** are valid for 12 months from the date they are released, or until your paid term ends if you cancel or do not renew, whichever comes first. The expiry date is shown in your member account.
- **Retreat Credit Vouchers** are valid for 12 months from the date issued and apply to eligible retreats that begin within that period, even if you do not renew. The expiry date is shown in your member account.
- Additional Flex Hours are available by request, in whole hours, for a specific intensive or challenge program. The price is pro-rated from that program: its regular price divided by its total lesson hours, multiplied by the hours you request. We confirm the price in writing before you pay. Unlike included Flex Hours, purchased hours are valid for 12 months from purchase and are not affected by cancellation.
- Future scheduled benefits cannot be borrowed before release.
- If a payment fails, new releases and benefit use may be paused until your account returns to good standing (see Section 05).

What each benefit means

- **Flexibility Live:** three scheduled live classes weekly during the published 43-week training calendar. Published holiday and retreat closures apply.
- **Flex Hours:** credits for eligible Targeted Programs and Intensives. Member drop-ins are available only where marked eligible.
- **Private Coaching Hours:** included one-on-one coaching credits, separate from Flex Hours. Tier discounts apply only to regularly priced eligible additional private lessons.
- **Retreat Credit Voucher:** yearly Advanced \$100; yearly Pro \$200, for eligible Flex Club retreats. No cash value; cannot replace Flex Hours.
- **Priority and feedback:** Advanced receives a 7-day priority window. Pro receives a 14-day window plus weekly video review and feedback while active.
- Benefits are personal, nontransferable and not redeemable for cash.

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Booking and changes

Reserve thoughtfully. Cancel early.

- **Targeted Programs:** cancel at least 7 days before an intensive begins to restore reserved Flex Hours. Later cancellation may forfeit some or all reserved hours.
- **Targeted Program drop-ins:** cancel at least 24 hours before the session to restore the Flex Hour.
- **Private coaching:** cancel or reschedule at least 48 hours before the appointment to restore the Private Coaching Hour.
- **Flexibility Live:** cancel before the stated class cut-off.
- Late cancellation or no-show: the reserved visit or hour may be forfeited.
- If Flex Club cancels or materially reschedules a session, the applicable visit, hour or payment is restored or transferred to a suitable replacement.
- Priority booking: Advanced 7 days | Pro 14 days.

Changing your plan

- **Upgrade, quarterly:** takes effect immediately. You pay the full price difference for the current quarter and receive the full difference in included credits for that quarter. Or upgrade at your next renewal at no extra charge.
- **Upgrade, yearly (mid-year):** takes effect immediately. You pay the difference between the two yearly prices multiplied by the full months remaining and divided by 12, and receive the difference in annual credits by the same fraction, rounded to the nearest whole hour. Example: Progress to Advanced with 6 months left costs \$171 (\$1,197 – \$855, times 6/12) and adds 2 Flex Hours and 2 Private Coaching Hours. A mid-year upgrade does not issue a retreat voucher; it comes with your next yearly purchase.
- **Downgrade:** takes effect at your next renewal, not mid-term. Credits already released stay in your account under the rules above.
- **Quarterly to yearly:** available at your next quarterly renewal date. The yearly payment is charged on that date and the annual credits release once it succeeds.
- **After a yearly term:** you can change your choice (renew yearly, continue quarterly, or end) at any time before the term ends (see Section 04).
- Retreat Credit Vouchers are issued only with a yearly Advanced or Pro payment. Upgrading or switching never issues a second voucher for the same year.

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Cancellation and renewal

Turn off the next renewal while completing the current paid commitment.

- **Trial:** cancel any time before the seven-day trial ends and you are not charged. If you do not cancel, the first payment is charged on the day the trial ends. We email a reminder at least 2 days before that charge, showing the amount and date.
- **Quarterly** membership is a three-month commitment. It renews in successive three-month terms billed in advance until canceled. No initial 12-month obligation applies. Each payment receipt shows your next charge date.
- Cancel before the next quarterly renewal charge to prevent a new three-month term. Paid access continues through the current paid quarter.
- **Yearly** membership is a 12-month commitment paid in full. Turning off renewal does not end the paid year early.

After your yearly term: your choice at checkout

When you buy a yearly membership you choose one of the options below. None is preselected, and a yearly purchase cannot be completed without a choice. Your choice is shown on your checkout confirmation and in your member account.

- **Renew yearly:** another 12-month membership is charged at the then-current yearly price on the day your year ends. A new annual allocation and, for Advanced and Pro, a new retreat voucher release once that payment succeeds.
- **Continue quarterly:** membership continues in successive three-month commitments billed quarterly in advance until canceled. Benefits follow the quarterly schedule, and no new retreat voucher is issued.
- **End my membership:** nothing is charged after your paid year.
- You can change your choice any time before your yearly term ends, in your member account or by email. At least 30 days before the term ends we email you your choice, the amount and date of the next charge, and how to change or cancel it.
- Unused Flex Hours remain usable through the current paid term, then expire on cancellation or non-renewal.
- Paid-in-full memberships remain active through the paid term unless an approved early termination applies.

How to cancel

Turn off renewal or cancel your trial in your member account, or email info@ulziiflexclub.com from the address connected to the account. Flex Club confirms the request and the end date in writing.

Early termination

Early termination may be considered for documented medical inability, death, a serious hardship approved by Flex Club, or another circumstance required by law. If approved:

- Quarterly: access ends on the approved date; unreleased future benefits are not issued.

- Yearly: any refund equals the full unused months remaining times your yearly monthly equivalent, minus (a) the regular published price of Flex Hours and Private Coaching Hours you have used or booked beyond the share released for the months already elapsed (the annual allocation divided by 12, times months elapsed) and (b) any retreat voucher already used. A refund never exceeds what you paid. If the result is zero or less, no refund applies. Unused balances are removed.
- Used benefits are not refundable unless required by law.

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Account integrity and payments

One person. One verified membership history.

Account integrity

- Each person may maintain one verified Flex Club member profile.
- Membership history may be matched using verified identity, email, phone and payment-customer information.
- A new email or second account does not reset balances, commitments or new-member eligibility. The seven-day trial is for new members only.
- Returning members reconnect to their original history whenever reasonably identifiable.
- Accounts, booking links and member benefits may not be shared or transferred.

Payments

- A failed payment begins a seven-day grace period. We email you when it fails.
- During the grace period, new bookings and benefit use may be paused until payment is resolved.
- If payment is not resolved by the end of the grace period, the membership ends: no new term starts and no new credits are released. Nothing is owed for a term that never began. Previously released balances follow the expiry rules in Section 02B.
- While an account is suspended, benefit release dates are delayed by the length of the suspension. Benefits are not lost.
- A second account may not be used to bypass an unpaid commitment or suspension.
- Members are responsible for keeping billing and contact information current.

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Participation and safety

Train respectfully and within your level.

- Every member and nonmember participant must sign the applicable participation and liability form before access is provided.
- Members must follow instructor safety directions and disclose relevant limitations before participating.
- Program prerequisites and placement decisions are made for training safety and group quality.
- Respectful conduct is required in live sessions, private coaching, programs and retreats.
- Flex Club may record sessions for safety, quality review, training records or an authorized replay. Participants may not record, redistribute or share sessions or private links without written authorization.
- For a participant under 18, an adult parent or legal guardian must own the verified account, accept financial responsibility and sign consent. Participation remains subject to Flex Club review and written approval.
- Serious safety, harassment, fraud or account-sharing violations may result in immediate suspension or termination, subject to applicable law.

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Back-to-Back Program Package

Choose either the package offer or Flex Hours - never both.

- When an eligible offer is available, the higher-priced complete program is charged at regular price and the equal- or lower-priced second complete program receives 50% off its regular price.
- Flex Hours and the Back-to-Back offer cannot be combined, divided or stacked within the same purchase.
- The offer cannot combine with a membership discount, package discount, voucher or another promotion.
- Membership percentage discounts apply only to regularly priced eligible additional private lessons.
- Flex Club confirms both program places and the selected benefit before payment.

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Notices and legal rights

Important terms remain easy to find.

- Material membership terms, total commitment price, payment schedule and renewal method are displayed before purchase, including your choice of what happens after a yearly term, the trial end date, first charge date and amount, commitment end, renewal amount and cadence, and cancellation instructions.
- Members receive confirmation of enrollment, payment choice and cancellation instructions.
- Flex Club may update operating rules for future benefit cycles with reasonable notice (at least 30 days for price changes). A change will not remove benefits already earned in the current cycle.
- This guide summarizes Flex Club operating rules and does not waive rights provided by applicable law.
- If a conflict exists, the signed membership agreement, payment authorization, checkout disclosures and applicable law control.

Keep this copy

Version 3.0 reflects the membership structure confirmed on October 5, 2026: three-month quarterly commitments, whole-hour credit allocations, and retreat vouchers only for yearly Advanced and Pro memberships. Existing signed commitments and already earned benefits remain subject to their applicable terms.

Thank you for choosing Flex Club and trusting Ulzii to be part of your training. Questions: info@ulziiflexclub.com

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