



## LIVINGSOCIAL DAILY DEAL: **SOLAO FITNESS & DANCE STUDIO**

**DEAL RUN: DECEMBER 23-25, 2011**

**FOR NEW CLIENTS ONLY**

### **Frequently Asked Questions**

**(Current Clients, please check our website for other available specials)**

The December 2011 LivingSocial Deal includes 2 purchase options.  
You can only redeem one voucher from this promotion. No exceptions.

**OPTION I: 5 Class Pass for \$29**

**OPTION II: 90 Days of Unlimited Classes for \$99**

#### **HOW DO I REDEEM MY VOUCHER ONCE I HAVE PURCHASED MY DEAL:**

*You can redeem your voucher online or at the Studio.*

##### To Redeem Online:

Visit [www.solaofitness.com/dailydealpage.html](http://www.solaofitness.com/dailydealpage.html)

Fill out the LivingSocial Voucher Redemption Form

A voucher redemption confirmation email will be sent to you within 24 hours. The voucher redemption confirmation email will contain information on how to activate your Solão Fitness account and register for classes.

##### To Redeem at Solão Fitness Studio:

To redeem your voucher at the Studio, merely bring in your LivingSocial Voucher, a picture I.D. and a valid credit/debit card.

#### **WHAT SHOULD I EXPECT ON MY FIRST VISIT TO THE STUDIO:**

Regardless of the method of redemption, the following steps are required:

- Fill out and sign the Solão Fitness liability waiver and registration form.
- Show a valid picture I.D.

*The name on your voucher, including gifted vouchers, must have the redeemer's name on the voucher.*

- Submit a valid credit/debit card.

*All Solão Clients and Guests must have a valid credit/debit card on file to attend classes. Your card will not be charged at the time it is placed on file. The card is only to be used to pay for future purchases and any late cancellations or no-shows.*

- You will be issued a "Check-In" card for use for checking into classes at the Studio.

*All Solão clients are required to present a "Check-In" card to attend classes.*

**WHEN IS MY VOUCHER REDEEMED:**

If you redeem your voucher online: After you receive your voucher redemption verification email, you must finish redeeming your voucher by registering for your first class. Your voucher is redeemed once you have registered for your first class regardless of whether or not you attend that class. Thus, even if you early cancel a class, your 90 day period begins. Please do not redeem your voucher until you are ready to attend a class.

If you redeem your voucher at the Studio: Your voucher is immediately redeemed once you register for your first class. Please note, your voucher is redeemed once you have registered for your first class regardless of whether or not you attend that class. Thus, even if you early cancel a class, your 90 day period begins. Please do not redeem your voucher until you are ready to attend a class.

**WHEN DOES MY VOUCHER EXPIRE:**

Your voucher expires 90 days from the date your first class is scheduled regardless of whether any or all classes were attended. All vouchers must be redeemed by April 26, 2012. No exceptions. Voucher expiration dates will not be extended for any reason. If you are unable to use your voucher, please share the fun and health and gift your voucher to another new client. Voucher value expires according to state law.

**ALTHOUGH I HAVE A LIVINGSOCIAL DEAL, DO SOLÃO'S CANCELTION POLICIES APPLY TO ME:**

Yes. All clients must cancel their online reservations at least twenty-four (24) hours prior to their scheduled class. Upon canceling a class, you will receive a cancellation e-mail to confirm that you are no longer in the class. If you do not receive an e-mail your cancellation request was not entered and you must attempt to cancel your reservation again. To ensure that you receive the automated cancellation email as well as other emails from Solão Fitness, please also make sure that you have chosen the "opt-in" email option in your profile.

*If you need to cancel, but do not have access to a computer you may text our cancelation number which is (773) 35-SOLAO (76526).*

**Cancellation Penalties.** All Clients must cancel their reservations at least twenty-four (24) hours prior to their scheduled class. Cancellations made less than twenty-four (24) hours prior to the scheduled class (regardless of the method of cancellation), will be considered a "late cancel" or "no show" and charged accordingly.

- LivingSocial 5 Class Pass holders will be charged one class from their current Class Pass for each late cancel/no-show occurrence;
- 90 Day Unlimited Class LivingSocial Clients have the option to pay the posted late cancellation or no-show fee per occurrence or have their LivingSocial voucher forfeited after the second late cancel or no show.

**ARE THERE ANY CLASS RESTRICTIONS ASSOCIATED WITH MY DEAL:**

Yes. Your LivingSocial Deal is only good for use with regular weekly Drop-In classes. The Deal does not cover Spin Classes, Solão Select sessions, FitPlus 6 Fitness Challenge sessions, personal training sessions, workshops, enrollment classes, seminars, our running club, private parties, special events or retail merchandise. All non-regular Drop-In classes will be clearly indicated. No worries! We have over 35 classes a week to choose from and you receive a special discount for other classes, trainings and events.

### **MORE IMPORTANT DEAL INFORMATION:**

- New Clients only.
- Limit one (1) voucher per client.
- Your LivingSocial Deal cannot be combined with any other offer or discount.
- Your LivingSocial Deal has no cash value and cannot be credited toward any other purchase.
- All classes must be redeemed by the same client. The voucher is non-transferrable and cannot be shared.
- Your LivingSocial Deal voucher is subject to forfeiture if you do not abide by the Studio rules and regulations including all scheduling and cancelation requirements and regulations.
- Advance reservations are required and subject to availability.
- Classes must be canceled 24 hours prior to class. Late cancellations and no-shows will result in forfeiture of class credit or the entire voucher.
- You must bring in a picture ID when redeeming your voucher.
- You must have a valid credit/debit card on file to attend classes.
- All classes must be used within 90 days of first class scheduled.
- Promotional value of voucher expires April 26, 2012.
- Be ready to: Have Fun. Be Inspired. Be Ignited. Achieve!