

Ultimate Monthly Membership Plan

Overview:

We understand that attending the club regularly can be costly, especially as most local venues have similar pricing structures. While our membership and roster of classes, events, and amenities are growing, some nights have been slower. We empathize with those who haven't yet found the right play partner and are still making new friends here. We'd like to help out with that. By making our space more accessible, we can foster connection and community, resulting in better parties and experiences for everyone.

The ultimate monthly membership is our answer. With just one party plus a guest pass or attending two events monthly, you'll break even on this plan's cost. Designed to lower the barriers to entry, this membership offers premium access and perks, making it easier for you to enjoy everything The RACK Room has to offer.

Cost: \$40 a month

Key Benefits:

- **All-Inclusive Access:** Covers most door fees for events at The RACK Room, though certain events may be exempted at The RACK Room's discretion.
 - **Complimentary Classes:** Includes access to most classes, though some specialized classes or material costs may be excluded.
 - **Pilot Program:** This limited-time offer is available only to a select number of participants.
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Additional Perks:

Terms:

- Membership renews at \$40 a month
 - Enrollment is limited to the first 40 people.
 - RSVP is required for all events on RACKRoom Denver.
 - Guest passes do not roll over, and misuse of the guest policy may result in revocation of privileges.
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How to Sign Up: To get the new rate plan, text Rack Room Support at 970-716-0530. Enrollment is first-come, first-served. Please note if there is a high volume of participants, it may take up to 24-48 hours for support to reply.

FAQ

Membership and Plan Changes

- **What if I have an active RR Membership and want to change to the new plan?** You can switch to the new plan, and we will credit you for any remaining days on your current RR membership. Please reach out to RR Support to get this taken care of.
- **Can I upgrade or downgrade my membership plan?** At this time, the Ultimate Monthly plan is a standalone offering. If you wish to change your membership, you must cancel this plan and re-enroll in another option (subject to availability).
- **Will my membership renew automatically each month?** Yes, your membership will renew automatically each month at \$40 unless you choose to cancel before your billing cycle ends or if the plan changes.
- **Will I receive a reminder before my membership renews?** We do not send reminders before automatic renewals. If you plan to cancel or make changes before the next renewal, it's recommended that you keep track of your billing cycle.
- **Can I cancel my membership at any time?** Yes, you can cancel your membership at any time. However, once the billing cycle begins, no partial refunds are issued for the remainder of the month. Your membership will remain active until the end of the billing period.
- **What happens if I forget to cancel my membership before the billing cycle ends?** If you forget to cancel before your billing cycle ends, your membership will automatically renew for the next month. Refunds are not issued for partial months, so cancel in advance if needed.
- **If I downgrade to a regular membership, can I re-enroll in the Ultimate Monthly plan later?** Re-enrollment in the Ultimate Monthly plan is subject to availability. If the plan reaches its capacity during the pilot phase, you may be unable to re-enroll immediately.
- **What happens if the pilot program ends?** If the Ultimate Monthly pilot program is discontinued, you will be notified via email, and your membership will not renew at the end of your current billing cycle.

Event Access and Guest Passes

- **How do the guest passes work?** You can bring a +1 to events, with a maximum of 2 guest passes per month. Your guest can be a member or a non-member. Non-members must follow our guest policy, which can be found [here](#)
 - **Will my guest passes roll over if I don't use them?** No, guest passes do not roll over to the next month. They are limited to 2 per month and must be used within the current billing cycle.
 - **What if I need more than two guest passes per month?** The plan provides a maximum of 2 guest passes per month. Once you reach your maximum, standard door fees apply.
 - **Is there a limit to how many monthly events I can attend with this plan?** No, there is no limit on the number of events you can attend. However, The RACK Room reserves the right to exempt certain events from door fee coverage.
 - **What happens if I miss or forget to RSVP for an event?** RSVP is required to ensure proper staffing and event preparation. If you forget to RSVP, your access to the event may be restricted, and you may be denied entry based on event capacity. If you're unsure how to RSVP, [check out these instructions](#).
 - **Does the membership cover private space rental?** No, the Ultimate Monthly plan does not include discounts on private space rentals.
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Payments and Charges

- **What will the charges on my card be?** Charges will appear as ML Ticketing on your card statement.
 - **What happens if my payment fails or my credit card expires?** If a payment fails, your membership will initially be suspended. If the issue is not resolved, the membership will be canceled. Based on availability, you may re-enter the program after resolving the payment issue.
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Classes and Materials

- **Why are certain classes or material costs exempt from the plan?** Some of the classes we offer require us to pay our instructors, and we are currently unable to cover that cost under the Ultimate Monthly plan. For classes requiring supplies, we aim to provide all materials needed to avoid the extra cost of purchasing them separately.
 - **How do I know if a class or event has additional material costs?** To see the cost of an event for your membership, click "Purchase Tickets." on the event on rackroomdenvver.com. The system will automatically display the correct price based on your membership tier. If you have further questions, feel free to contact us for clarification.
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Membership Flexibility

- **What if I can't attend events for a specific month? Can I pause my membership?** At this time, the Ultimate Monthly plan cannot be paused. If you cannot attend events for a month, you can cancel your membership and rejoin when ready (subject to availability).

Version	Date	Author	Description
1	12/7/2024	Rack Room Support	Initial creation and outline
1.1			
1.2			
1.3			
1.4			
1.5			
1.6			
1.7			
1.8			
1.9			
2			