



CUSTOMER INFORMATION SHEET AUTOPAY AND ECHECK

What is AutoPay?

Autopay is a process by which all new participants at Premier Athletics must pay monthly fees (tuition only) through automatic processing occurring on (or slightly after) the 20th of each month beginning November 1, 2012. This automatic payment will be done through a credit or debit card. New students must sign-up at the gym front desk or online for the service. Our customer service staff can help guide you through the process. Echeck is the other alternative for new students, see below.

What is Echeck?

Echeck is a bank draft and alternative process by which all new participants at Premier Athletics must pay monthly fees (tuition only) through automatic processing occurring on (or slightly after) the 20th of each month beginning November 1, 2012. The automatic payment system will be done through a bank checking account. New students must sign-up online only for this service. Our customer service staff can help guide you through the process.

What are the benefits of AutoPay and Echeck?

Enrolling in the AutoPay or Echeck is simple, and you'll never need to write a check, phone in, or come to the front desk to pay your monthly bill again. Monthly fees for classes and/or team will be deducted from your credit card or checking account each month. You are guaranteed to keep your spot in class! This plan is safe and convenient. All information for AutoPay or Echeck is encrypted within our computer. Even our staff will not be able to access your credit card or bank account information after input. All transactions will occur through authorize.net's secure server. This is the same system used at most health clubs around the country. It actually allows all of us to provide a better quality of service to our customers because we spend a more limited amount of time on collections.

Some things to know:

You must contact the gym by the 15th of the preceding month to terminate billing for the following month. **Notification may be made by email or in writing (front desk staff only) to drop from automatic billing for classes or team.** Unfortunately no refund can be made if termination notice is not received by the 15th of the preceding month. Example: December tuition- AutoPay billing termination must be made by November 15th

Email contact at the gym for termination of billing: Lisa Davis (Office Manager)
email: ldavis@premierathletics.com

This email address is the only one permitted for billing termination at this gym. If you have not received a confirmation email within 72 hours, please call the gym to verify billing has been stopped. Note: The front desk will also request you resend a copy of your original email.

You are responsible for payment whether or not your child attends class/team until termination notification is given for the next month.

Questions: Feel free to email or call the gym front office at 615-896-7300 any time.