



# MEMBERSHIP 101 & TROUBLESHOOTING GUIDE

HomeBody classes are built and sold within Mindbody and take place in Zoom. We use a software called FitGrid to connect them. There are several pieces of tech involved, so here's a rundown of how your membership logistics work! Got questions? Email them to [membership@markfisherfitness.com](mailto:membership@markfisherfitness.com).

## ABOUT YOUR MEMBERSHIP 🤗

- Your HomeBody membership comes with 12 class credits you can use over the course of a 14-day period. Once your 14 days are up, your HomeBody membership will automatically renew and you'll have 12 new credits to use for the next 14-day period. Previous credits do not roll over.
- If you want to cancel your HomeBody membership, you may do so at any time by emailing [membership@markfisherfitness.com](mailto:membership@markfisherfitness.com) prior to your next billing date.

## BOOK A CLASS

- You can book your HomeBody classes in three different locations: [MFF's Mindbody website](#), the [Mindbody mobile app](#), or the [MFF mobile app](#).
- Approximately one hour before class, you will receive an email from FitGrid with your unique link to join the class. Be sure to add [hello@fitgrid.com](mailto:hello@fitgrid.com) to your contacts to ensure deliverability.
- If you are new to MFF or are just starting to build your personal fitness practice, we recommend you take 2 - 3 Ninja Essentials classes before you progress to other classes in the HomeBody rainbow.

## CANCEL A CLASS ❌

- HomeBody classes may be canceled with no penalty any time prior to one hour before the scheduled start time. This is called an "Early Cancel" and allows you to retain that class credit.
- If you discover that you are unable to attend a class and it's beyond the "Early Cancel" window, we still ask that you "Late Cancel." Your credit will count as used, but this courtesy will allow another Ninja to book your spot.
- You can Early or Late Cancel by navigating to the applicable class on the MFF Mindbody website or in the apps and selecting the cancellation option.



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## WAITLIST A CLASS

- If your preferred class is full, you may add yourself to a waitlist.
- You should only waitlist yourself for one class per day. If you already have a reserved class on the same day, you should cancel your current reservation before adding yourself to a waitlist for a different class. (Mindbody gets confused otherwise.)
- If you are added to a class from a waitlist, you are effectively confirmed for that hour and the above cancellation policies apply. If you are no longer available for a class you have waitlisted, remove yourself from the waitlist.
- The waitlist stops adding people one hour prior to each class, at which point any spots that become available must be booked manually. You may have to remove yourself from a waitlist to book a last-minute opening.
- Mindbody can send you email and/or text updates to let you know when you've gotten into a class from a waitlist. Just make sure you're opted in to receive these updates! You can change your opt-in status in the "My Info" section of your Mindbody user profile.

## WATCH A RECORDED CLASS

- We upload a weekly selection recorded HomeBody classes to a shared box.com folder for you to watch at a later date. To access, click [HERE](#).
- This site is password protected and the password changes about once a month. To get the latest one, just check the HomeBody FB group.

## TROUBLESHOOTING TIPS

- If you ever have trouble signing up for or cancelling a HomeBody class, check to make sure you are signed into your account on the Mindbody website, the Mindbody mobile app, or the MFF mobile app.
- If for some reason you do not receive the email that contains the link to join your class 60 minutes prior, please email the trainer teaching your class ("**firstname@markfisherfitness.com**") so they can send you the link and copy [membership@markfisherfitness.com](mailto:membership@markfisherfitness.com) so we can investigate further.