



# MEMBERSHIP 101

## TROUBLESHOOTING & WAITLIST 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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### 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.

### CLASS WAITLISTS / NO SHOW FEE

- If your preferred class is full, you may add yourself to a waitlist. 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. If you make it in but don't attend, you will be charged a \$10 No Show fee.
- 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.



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### NINJA WAITLIST WISDOM



Daunted by the idea of putting yourself on a waitlist? Don't be! Here's what some real-life HomeBody Ninjas just like you had to say about their experience with the waitlist:

- "USE THEM! No matter how crazy it looks, you're very likely to get in."
- "I've found there's a 9 out of 10 chance you'll get into class from the waitlist. If you know you can't do it, then do jump off. And if you don't get in, keep checking within the hour before the class, there will probably be a spot."
- "For weekday classes, I almost always get in off the waitlist even if I was like number 729."
- "Use them because they work. I was 34 on many a waitlist last month and got in every class."
- "Be a considerate Ninja, always cancel if you aren't coming to class. SOMEONE will snatch up that slot. I have snatched up a late cancel slot even 20 min before class starts, so it's never too late to late cancel!"
- "ALWAYS set an alarm if you're waitlisted for an early morning class. I've gotten in overnight and forgotten about being waitlisted (or just assumed I wouldn't get in after say, 2am). They are late cancels if you don't decline before the waitlist goes away/class link goes out."