

**Consult: Is there a way, I may see what T2BB is about without having to commit?**

Yes, of course, the Trial membership. Every *new member* is actually required to participate in a Trial, which includes a complementary (1.5 hour) consultation. It is important to us that one fully *tryout T2BB* before committing. The consult includes: a *Functional Movement Screen; Body Composition Scan; Basic concepts to T2BB movement and Body Weight Equipment Exercises.*

If at the end of a Trial membership, one wishes **not** to continue, there is no obligation to enroll. T2BB is not a *hard-sell* facility, we want members to want to be here! *Note: A new member is defined as one who has not participated in ANY training at T2BB.*

**Rates: Will my membership rate ever increase?**

Absolutely not! Your **rate is locked** in, as long as you stay current with your membership.

**Fees: Are there additional fees to a membership?**

There is a **one-time** Enrollment fee (**\$99**) upon joining. T2BB prides itself on being an exclusive 'member fitness facility' with a lot of benefits not found elsewhere. Just ask us or any other members!☺

**Electronic Fund Transfer (EFT): How are payments made?**

All payments are conducted using an EFT automatically withdrawing a monthly payment from a credit or debit card. Payment withdrawal occurs at the beginning of each month.

**Membership Suspensions: Can I suspend my membership? When & How?**

Yes. All members can suspend their 12-month membership up to three (3) months for \$20/month, a great perk. Advance notice prior to the end of the month is required – no refunds are given after the 2<sup>nd</sup> of the month. *Note: All suspensions extend the life of your agreement by the same number of months suspended.*

**Medical Suspensions: What if I have an injury outside of T2BB or get sick or pregnant?**

Medical suspensions are also granted and for \$15/month, are limited to (4) months with a medical note and do not count as a typical suspension. *Note: All suspensions extend the life of your agreement by the same number of months suspended.*

**Training While Injured: Can I continue training WITHOUT affecting my injury?**

We DO NOT offer physical therapy (PT) services at this time, but with Physician or PT permission, we will train everything except the injured area and are happy to work with whoever is treating you. *Note: We plan to have a PT on premise in future. Our Fitness Coaches and any PT will collaborate to better support your progress to remain strong while you work out and participate in your separate therapy.*

**Upgrades: May I upgrade my membership during my contract?**

Members are of course, allowed to upgrade his/her membership at anytime during the membership agreement period, a great way to test out another membership option.

**Downgrades: May I downgrade my membership during my contract?**

Downgrades are not permissible during your agreement period. Downgrades are available once your agreement ends, should you decide to renew at that time. *Note: Up and downgrade rates will always reflect the rate that was current at the time of your original T2BB inception (not the current going rate, another perk!)*

**Family or Couples: My husband and I want to join, are there family options?**

Yes, of course, several Family/Couple memberships receive a discounted rate of 5% each, with exception of Indie & Team. Two (2) individuals must either be a *romantic couple*, married, siblings, or parent and child. Funds must be drawn from single bank account. *Note: If two people join together – they are subject to only one – onetime Enrollment fee. If a new member joins an already existing member – the new member is subject to an Enrollment fee and the rate for the new ‘family/couple membership’ is subject to current rates at that time, not the originating partners’ rate.*

**Semi Private Training: How does this work?**

You are responsible for contacting the GM to schedule and to reschedule semis (preferably in advance – when needing to reschedule). Unfortunately at this time, semi privates are not schedule-able online. T2BB works diligently to place members in semi slots that work well with members’ schedules and are with leveled workout companions. *Note: You never have to worry about scheduling your own people or friends to be in a semi private like at many other training facilities, we do it for you!*

**Rollover Semi Private Sessions: If I do not use all of my allocated sessions within the month, can I transfer them over to the following month?**

Unfortunately no. All members are allocated a certain number of Semi Private training sessions per month to be used *whenever* during that month. No rollovers for Semi-Private sessions are permissible in any membership *except the Platinum and Platinum Plus, which are memberships no longer offered, as of end of 2014.*

**Appointment Based Facility: May I come in and train on my own?**

Yes, but with restriction, you still have to sign up online. T2BB offers self guided **Blitz Training sessions**. Blitz trainings are **progressive**, T2BB designed, 45-minute workouts with a 5-minute overview. Blitz sessions are designed for times when a member cannot make it to a Team training class, an added ability to train outside of the typical schedule!

**Progressive Team Training: Is it okay to start a Team Training class mid month?**

Yes, for sure. Although you can attend any Team Training any time, it is recommended you attend near the beginning of each month, as all Team Trainings are progressive. However, Fitness Coaches will modify instruction for you based on your level of fitness.

**Wait List: Does it work – classes seem very full? What about getting enrolled from the Wait List, especially in the midnight or early morning hours?**

Yes, the Waitlist works 95% of the time! Get enrolled. You will be contacted by (via text & email). You are responsible for your class status. We encourage you check online the night before (going to bed) and cancel *if* unable to 'plan to attend'. Chances are high.

**Cancellations: How long do I have to cancel a Blitz, Team or Semi Private Training?**

Failure to cancel (via online, text, or email) **Blitz Trainings** with a (15minute) advance notice results in a \$10 charge; **Team Trainings** with a two (2hour) advance notice results in a \$20 charge; **Semi-Private appointments** with an advance (24hours) notice results in a \$40 charge and a *lost session*. *Note: The cancellation policy helps promote accountability and enables fellow members to get into classes with notice. With certain life hiccups – we can also be amenable 😊*

**What if T2BB cancels a Team Training session?**

T2BB requires three (3) or more members to run any Team Training or it will be cancelled. T2BB will give the same minimum two (2) hour advance notice to members and will place members into another class, should another be available (on same day).

**What if T2BB cancels a Semi Private Training session?**

T2BB will occasionally need to reschedule. T2BB will always respectfully ask a member if able to reschedule to a different time/day. A member is not at will to oblige a change, though it is appreciated, as we do the same for our members 😊 *Note: If T2BB cancels last minute without sufficient timing or a Fitness Coach misses an appointment, T2BB will grant an additional semi private, in addition to a reschedule of missed appointment.*

**Body Composition Analysis: Is there a way I can track my percent body fat and muscle gained during my training?**

Most definitely! By regularly monitoring your body fat, muscle mass or muscular development with the InBody230 Machine you can understand how your nutrition, lifestyle and exercise regime are influencing your body composition. Another perk, T2BB will chart your scans over time with a brief review if you choose to scan.

**Agreement: Do I have to sign an agreement to any membership option?**

Yes. Once a membership has been purchased by or for you, all members must *electronically* sign an agreement accessed through your account info online. It is your responsibility to know our policy stated in your contract.

**Getting Out of the Agreement: What if I need to get out of my agreement?**

A breach of agreement may **only** occur with a Physician or Physical Therapist's letter or relocation out of valley. If cancellation occurs without the aforementioned exemptions, he/she is required to pay 80% of remaining membership agreement balance.

**What if I act like a crazy person, insult fellow members, refuse to cooperate and understand the mission at T2BB, outrage Fitness Coaches or worse, the GM?**

T2BB reserves the right to refuse service to any member or to terminate any member's membership at anytime.

