

**1. Rates: Will my partnership rate ever increase?**

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

**2. 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.

**3. Partnership Suspensions: Can I suspend my partnership? When?**

Yes. All partners (formally known as members) can suspend their 12-month partnership up to three (3) months (consecutive or random) for \$20/month. Partners instated before October 2014, have up to four (4) months available to them.

- *Note: You must notify the General Manager (via email) a minimum of five (5) days in advance of month you wish to suspend. If an auto-payment has occurred, a \$30 charge applies to enable suspension after 1<sup>st</sup> of month. This is in addition to the monthly Suspension charge of \$20. Note: All suspensions extend the life of your agreement by the same number of months suspended.*

**4. Medical Suspensions: What if I have an injury outside of T2BB?**

Medical suspensions are also granted, up to four (4) months with a medical note and do not count as a typical suspension. You may medically suspend for \$15/month, a discounted rate from a normal suspension.

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

We DO NOT offer physical therapy (PT) services, but with doctor or PT permission, we will train everything except the injured area and are happy to work with whoever is treating you.

- *Note: We have a Physical Therapist on premise with whom we collaborate. There is an understanding/cooperation between our Fitness Coaches and the therapist to better support your progress to remain strong while you work out and participate in your separate therapy.*

**6. Consultation: Is there a “first date” period I may see what T2BB is all about?**

Yes. A one-month Trial Partnership is a great way to see if T2BB is a good fit for you. Included in a Trial Partnership is a complementary (1 and half hour) one-on-one consultation that includes: Functional Movement Screen; Medical History' Body Composition Scan; Basic concepts to T2BB movement and Exercise Workout.

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

Yes, of course. Each Family/Couple partnership type receives a discounted rate. 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 at the same time – they are subject to only one – one time enrollment fee.*

**8. Family or Couples: I am already a partner (formally known as member), can my spouse/family partner join me in a Family/Couples partnership?**

Yes. You may terminate your current partnership and start anew in a Family/Couple partnership (with a new agreement period). The 'new partner will be subject to the one time enrollment fee.

- *Note: If a new partner joins 'an existing partner, the new 'family/couples partnership type' is subject to current rate at that time, not the originating partners' rate from inception.*

**9. Cancellations: How long do I have to cancel a Blitz, Team and/or Semi Private Training?** Failure to cancel (via online, text, or email):

- Blitz within 15 MINUTES = \$10 charge.
- Team Trainings within TWO (2) HOURS = \$20 charge.
- Semi-Private appointment 24 HOURS = \$40 charge.

- *Note: Platinum and Platinum Plus are exempt from any late charges, however, not exempt from 24-hour notification and loss of session.*

**10. Cancellations: What about getting enrolled from the Wait List in the midnight or early morning hours?**

You are still responsible for your class status. We encourage you check online the night before (going to bed) and cancel if *unable* 'to plan to attend.' More often than not, you *will* get into that A.M. class and ultimately it is your responsibility.

**11. Cancellations: What if I am unable to get online to cancel my Team Training?**

Contact information for each Fitness Coach and all staff is listed on both the website and on the online scheduler, Mindbody. We encourage you to save this information. If not online, you may contact the Fitness Coach or General Manager via text, phone or email and inform him/her two (2) hours prior to class.

**12. Semi Private Training Scheduling: How do I set up my Semi privates?** You are responsible for contacting the General Manager and setting up your schedule in advance. Pre-set, monthly or even weekly scheduling are acceptable, so long as you take responsibility to set them up.

- *Note: T2BB re-evaluates up to two (2) times a year, so there is opportunity to reset your schedule based upon seasonal changes. At times, the General Manager may have to ask partner (formally known as member), to flex their scheduled Semi Private times to help accommodate other partners.*

**13. Rollover Training 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 partners (formally known as members), are allocated a certain number of training sessions per month to be used whenever during that month. Rollovers for Semi-Private sessions are NOT permissible in any partnership *except the Titanium, Platinum and Platinum Plus (these are partnerships that will no longer exist as a new option after October 2014).*

**14. Appointment Based Center: May I come in and train on my own at anytime?**

Yes but with restriction. This means that we are still appointment based (via online) and you may ONLY follow T2BB workouts provided. Blitz Training – is available for self-signup, a variety of times per day for self-guided under 45-minute workouts.

**15. Progressive Team Training: Is it okay to start one of the themed Team Training sessions even though my partnership began in the middle of the 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.

**16. What if T2BB cancels a Team Training session?** T2BB requires three (3) or more partners (formally known as members) to run any Team Training or it will be cancelled. T2BB will give the same minimum two (2) hour advance notice to partners in that session and will place partners into another class, should another class be available (on that same day).

**17. What if T2BB cancels a Semi Private Training session?** T2BB will occasionally need to reschedule a partner (formally known as member), due to other partner cancellations. T2BB will always respectfully ask a partner if he/she is able to reschedule to a different time or day. A partner is not at will to oblige a change in our schedule, though it is appreciated, as we do the same for our partners.

- *Note: If T2BB cancels last minute without sufficient timing or if a Fitness Coach misses an appointment, T2BB will grant you an additional complementary semi-private, in addition to a reschedule of your missed appointment.*

**18. 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.

**19. Upgrades: May I upgrade my partnership during my agreement?** Partners (formally known as members) are of course, allowed to upgrade his/her partnership at anytime during the partnership agreement period. Once this agreement period has expired and you choose to continue with T2BB, you are eligible to downgrade back to your previous partnership type, continue with the same or choose another partnership type altogether.

- *Note: You are responsible for understanding the new policy information pertaining to the upgraded/downgraded partnership type.*

**20. Downgrades: May I downgrade my partnership during my agreement?**

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).*

**21. Agreement: Do I have to sign an agreement to any partnership option?** Yes.

Once a partnership has been purchased by or for you, all partners (formally known as members) must electronically sign an agreement accessed through your account info online. It is your responsibility to know our policy stated in your contract.

**22. Getting Out of the Agreement: What if I need to get out of my agreement?** A breach of agreement may ONLY occur with a Doctor's or Physical Therapist's written

letter or relocation out of the valley. If cancellation occurs without the aforementioned exemptions, he/she is required to pay 80% of the remaining partnership agreement balance upfront.

**23. What if I act like a crazy person, insult fellow partners (formally know as members), refuse to cooperate and understand the mission at T2BB, outrage the Fitness Director or worse, the General Manager? T2BB reserves the right to refuse service to any partner or to terminate any partner's partnership at anytime.**