

DOWNLOADING OUR APP

Step 1: Download the ClubReady app



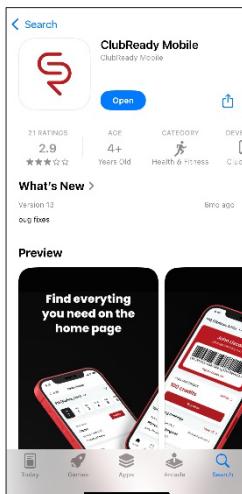
Apple Store:

<https://apps.apple.com/us/app/clubready-mobile/id1635784079>



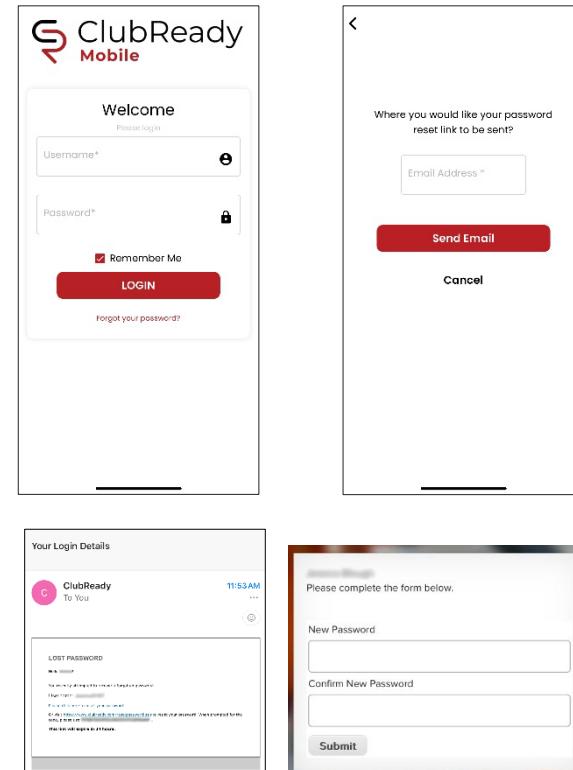
Google Store:

https://play.google.com/store/apps/detail?s?id=com.clubready.fit&pcampaignid=web_share&pli=1



Step 2: Set your Password

Click "forgot password" on the login page and then enter the email address associated with your training agreement. An email will be sent to you with instructions to set your password.

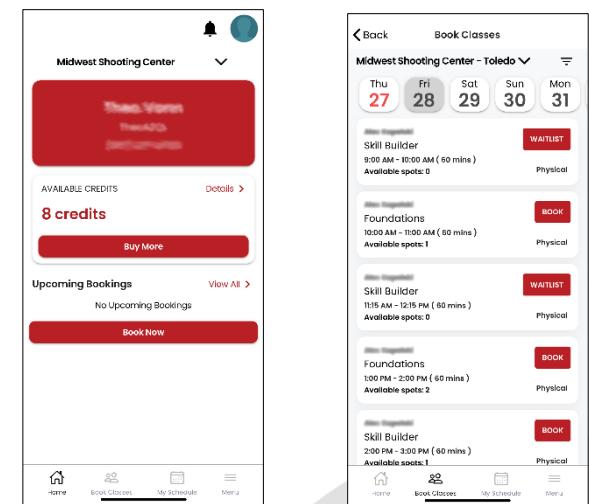


Step 3: Log in to the app

Once your password is set, go back to the app and input your email address and password to log into the app.

Step 4: Book your session

Navigate to "Book Class" and book a session. Ensure you are ONLY booking a session for your level, which is listed right under the Trainer's name (Foundations, Skill Builder, Dynamic). Click the red "book" button to the right to book.



Step 5: Attend your session and enjoy!

FAQs:

- **What does "Waitlist" mean?**
 - If it says "Waitlist" instead of "Book" that means that the session is full. You can join the waitlist and will be notified in the event that a spot opens up.
- **Can I updated my payment information on the app?**
 - Yes! Click "Menu" and then click "Profile" followed by "My Billing Info" to update your payment information.
- **Can I see my upcoming sessions on the app?**
 - Yes! Please click "My Schedule" to see your upcoming sessions.
- **What if I don't have a credit?**
 - You must have a credit in order to book. You can see your available credits on the home screen of the app after log-in. If you do not have a credit, you can wait until one is funded (after a bi-weekly payment) or you can buy a credit by clicking "Menu" and then click "Buy Sessions".
- **I'm in Dynamic, can I book into other levels?**
 - Yes! Clients who are in the Dynamic level can book into Skill Builder.
- **Why can't I book a class for today?**
 - We require a 12-hour notice for training sessions to give our trainers adequate time to look through your notes so we can safely run your session.
- **Why do I not see an instructor assigned to my session?**
 - Trainers will be assigned to your session prior to the start of the session."
- **Am I able to schedule more than 30 days out on the app?**
 - Unfortunately, the app does not allow scheduling past 30 days; however, you can book as far in advance as you'd like on the website. Please visit <https://www.clubready.com/cl/familyfitness.asp> and log in with the same login information that you use with the app. Navigate to "Bookings" and then select "Make A New Booking". On that page you can either click on your skill level to view classes or select "Class Schedules" to view more."

