

MEMBER HANDBOOK

YOUR GUIDE TO
LIVING LA VIDA BADASS
AT
MEDFORD'S
MOST FABULOUS,
SLIGHTLY WEIRD,
HOUSE OF BADASSERY



REDEFINE
Strength
& Fitness

Hello and welcome!

We are super-excited that you've decided to join our community of fitness misfits! Welcome to the ongoing experiment in developing and growing a truly and radically inclusive fitness community.

You are welcome here.

You belong here.

In order to help you make your way to your own version of *fitness badassery*, please take some time to read through this *Member Handbook* and then keep it somewhere handy. Here you'll find a bunch of rather useful things you'll want to know so that you can make the most of your membership, kick ass, take names, and also get the best fitness experience possible

...and hey, because we've peppered some gems about *the most common myths in fitness* throughout the handbook, you may just learn something!

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RSF is all about connecting YOU to your new community of beautiful, loving, wonderful and wondrous fellow badasses. You'll find tons of fun and support in your new Badass Fam!

Part 1: Becoming a Badass...

Welcome to the family!

Here's a handy guide for beginning your journey...

YOUR FIRST WEEK OF VIRTUAL GROUP CLASSES:

Are Virtual Group Classes part of your membership? If so, we highly recommend taking at least three **Circuit Fun!** classes because not only will these classes be a great workout for you, we will also be focusing heavily on *safety* and *technique*.

We want to make sure you have a good handle on form and technique for some of the foundational movement patterns we teach. This way you'll keep your body healthy and happy while you get strong and become more of a badass.

YOUR FIRST WEEK OF SEMI-PRIVATE PERSONAL TRAINING

In your first session, your trainer will walk you through the *Welcome Workout*. Part workout, part movement screen, the *Welcome Workout* serves as our starting point for developing a more personalized and tailored training plan *for you*. We'll show you proper technique, teach you how to use the equipment and help you to feel at home in the Studio.

We encourage you to schedule with different coaches so that you can get a chance to experience the full breadth of our experience and quirkiness.

YOUR FIRST WEEK OF PRIVATE PERSONAL TRAINING

In your first session, your trainer will take you through your *Welcome Workout*. As described above, we use the exercises in the *Welcome Workout* to give you a safe and effective workout while also learning about what will work best for your body. From there, your coach will develop and map out a customized and progressive training plan for your journey to fitness glory!

You'll have the option of scheduling your sessions for in-person training in the Studio or virtually using our video platform.

THE JOURNEY

Our goal is to find and keep you in your “*growth zone*”: this is that place where we are pushing the edges of your current boundaries or limits...just enough to help you grow, but not so much that we risk injury or overwhelm.

Along the way, we’ll regularly encourage you to ‘*run your own race*’. On the surface, this can be taken to mean that you don’t need to worry about matching the energy or intensity of anyone else in the room. On a deeper level though, this also means that you don’t need to worry about matching the energy or intensity of *you* on any other day.

Your growth zone will probably change over time and will almost certainly vary from day-to-day. We’re sure that you know that some days you’ve got the energy to take on the world, and other days, not so much. Both are always going to be ok.

NUTRITION

Beyond your workouts. At the start of your journey with us, we offer a supplemental new-member email series that focuses on all of the ways that your workouts are likely to have an impact on life outside the gym—and, how your life outside the gym can make an impact on the results you get inside the gym. For example, nutrition is a significant player here. *You can’t out-train your diet.* If your nutritional habits aren’t supporting the work you’re doing with us, you just won’t get results as quickly.

Fitness is not a body type.

Let’s be clear: when we say “results”, our goal here is to redefine conventional ideas about what fitness even means. Our focus is on helping you to *feel good* inhabiting your body—regardless of shape or size.

COMMUNITY

In your first week, you’ll get to know your coaches and your new community of wonderful humans. And maybe we’ll even do a fun dance to show you how thrilled we are to have you join us!

WHAT IT MEANS TO BE A BADASS

LIVING OUR CORE VALUES

We believe that your personal values are the guardrails that help you stay on track in life. The RSF Team works to embrace our Core Values every single day by asking ourselves questions that represent those values. Questions like:

What can I learn today?

How do I impact others?

How big can I be today?

We believe that being a true Badass means being clear about what you value, and then working every day to embody those ideals. We invite you try out our values or create your own.

You'll quickly find that self-mastery is a vital skill on the road to health and fitness glory.



A NOTE FROM THERESA AND MIKE

For years now, Theresa and I have had a vision of a different kind of *gym*. A different approach to *fitness*.

(In truth, we're not really fond of the term '*gym*' because it carries with it a fair amount of cultural baggage).

We wondered, what if we made fitness accessible and (gasp!) fun? What if we didn't focus on problematic ideas like 'weight loss' and instead focused on helping people to move better, get stronger and feel good in their bodies?

And most importantly, in a world that seems to demand conformity and assimilation, what if we created a truly and radically inclusive space where we honor and celebrate everyone's unique individuality?

If you've ever felt intimidated by mainstream 'gym' culture, if you're nervous about the hard work of self-improvement...and if you think that unicorn onesies and/or tutus are, in fact, totally appropriate 'workout wear', you've found your new home. We are *Medford's Most Fabulous, Slightly Weird, House of Fitness Badassery* where everyone gets to be a badass; we're your extended fitness family that you may not have even known you were missing.

And we're so excited that you're here.

FREQUENTLY ASKED QUESTIONS

"What do I wear?"

First and foremost, you should wear clothes that you feel comfortable in and that give you access to your full range of motion. In an ideal world, we would ask you to wear clothes that allow your Coaches to see your body, so they can properly assess your technique. Rainbows and spandex are always highly appreciated.

For your feet, our strong preference is that you bring a pair of clean shoes to change into that you aren't wearing on the street. We also suggest you wear minimal footwear or socks so you can feel the floor.

"What do I need to bring?"

Not much, actually. A water bottle is a really good idea (especially since you can't use the water fountain for drinking right now). You might want a hand towel for wiping sweat off your brow.

"Do I need to check-in when I arrive?"

One day, we'll have someone working at the front desk and they'll say hello to you as you come through the door. You'll want to check-in with them...when that time comes. But for now, just say hi to either (or both!) of Theresa or Mike. They'll check you in on their handy digital device.

“So, how many *Circuit Fun* classes do I need to take?”

We recommend that everyone begin their virtual class fitness journey with us by starting with *Circuit Fun*. This class is designed to give you practice working through all of the basic movement patterns and foundational exercises that we'll use in all of our training plans. We recommend taking this class at least four times during your first month or so.

“Are gloves allowed with all of the kettlebell work?”

Nope, we don't use gloves when working with kettlebells. While gloves may spare your hands from some calluses, they're not the safest choice when it comes to maintaining your grip on the handle of the bell. We've seen bells go flying because of glove use, so for this reason, there no gloves allowed when working with kettlebells.

Part Two: COVID-19 Safety Procedures For You And The RSF Community

Heads up: this section is lengthy and thorough. But it's also tremendously important.

We want you to know that we believe in and deeply value community. The health and safety of our community is of the utmost importance to us--and that's why we're raising the bar with our safety protocols.

We recommend grabbing a cup of your favorite seasonal beverage and getting a comfy place to sit down before digging in.

START WITH WHY

Our mission is to help people to discover and unlock their inner awesomeness in the name of growing beyond any previously limiting ideas about their own potential.

Our goal is to build a radically inclusive fitness community of people who are working on their own versions of strength, excellence and badassery. We embrace a model of *deep health*--a hopeful and empowering vision of people's capability for change.

What all of this means is that we're not going to be like any other "gym" you have seen AND it means that we take your safety and that of our community very seriously.

So here we go...

BEFORE YOU ARRIVE:

Self-Certification Survey

As part of the confirmation and reminder emails and/or text messages you'll get from MindBody, there will be a link to a *self-certification survey*: it's a super-quick and easy checklist that tells us you haven't been experiencing any symptoms and that you haven't been exposed to anyone who may have COVID-19.

WHAT TO BRING:

You must wear a mask. There will be no exceptions.

- Your mask must cover your nose and chin.
- Your mask must be at least two layers of fabric thick.

Shoes

If possible, we ask that you bring a **change of shoes** so that we're not tracking outside dirt (and possible virus) onto the exercise floor.

- If you don't have a change of shoes, please use one of the gym wipes to clean the bottoms of your shoes before stepping onto the exercise floor.

Water

We do have a touchless water-bottle filling station, but we recommend filling your water bottle at home before you arrive.

Other stuff

Beyond your shoes, please **bring only what you really need**: water bottle, towel for wiping away the sweat, perhaps a second mask to wear after your workout (since you'll likely get sweaty).

- Try not to bring a whole bag of stuff. Until we're on the other side of this pandemic, the less additional 'stuff' that we bring into the Studio, the better for everyone.

ARRIVING

Timing

We must ask that you **wait outside until 5 minutes before your session** (appropriately socially distanced from others, of course).

Hand Sanitizer

As soon as you come in the door, please feel free to use the touchless hand sanitizer dispenser at the front desk.

Change or wipe off your shoes

Follow the blue floor arrows to the right to change your shoes and/or wipe them down. There are cubbies there for you store your stuff during your session.

Wash your hands

Or use some more hand sanitizer before going on to the exercise floor.

Your Training “Pod”

We will have the equipment you’ll need for your training session already cleaned and set out in your training pod for you.

DURING YOUR TRAINING SESSION

No equipment sharing

Equipment will be sanitized and disinfected after each use and members will not be sharing any equipment.

We

Your coaches will be wearing masks at all times when coaching. We will also be washing our hands before and after each training session and using hand sanitizer during each session.

Touch-free Coaching: At the risk of pointing out the obvious, we will be at least 6' away from you and thus, not touching you. We'll celebrate your awesomeness with air-fives.

Drinking water

Unless you’ve got a straw that you can sneak under your mask, chances are you’ll have to move your mask in order to take a drink of water. That’s ok: we just ask that you point your face away from other people while you do.

Feeling overwhelmed or claustrophobic

If you find yourself feeling like you’re breathing too hard or you’re too hot and you simply must be free of your mask, please remember you are not the only one in the room and you are wearing a mask primarily for the safety of the others in the room.

With that in mind, please do your best to make your way to a corner or a restroom (where you can close the door and more safely remove your mask).

In-between Sessions

We really want to hang out and get to know you better, but for the time being, Members will be required to exit the Studio as promptly as possible at the end of their training sessions to allow us time to deep clean and prepare for the next session.

OTHER CLEANING AND SAFETY PROTOCOLS WORTH KNOWING

Limited Access

We will be an appointment-only studio. That means you'll always have to book your training appointment ahead of time. At most, we'll only ever have 6 Members in the Studio at one time.

Hand Sanitizer

There are touchless hand sanitizer dispensers in various locations around the Studio: immediately to your left as you come in the door, in the restrooms, on the walls outside the restrooms...

Staggered Sessions

We've scheduled 30 minutes between session start times for each coach in order to allow for minimal gathering of people and to give us time to sanitize and disinfect all equipment and high-traffic areas and to set up stations for the next session.

Frequency

Equipment and high-traffic areas will be sanitized and disinfected before and after each training session and we'll do a whole-Studio deep clean at the end of every day.

Bookings

All training sessions will be booked digitally, and we will have a maximum of 6 members in the Studio at one time (and there is only one time each day when that many people might be here).

Showers

We don't have showers, so there isn't much to say here. We just wanted to be sure you were aware of that.

Bathrooms

These are a (mostly) touchless experience: we have touchless hand-sanitizer dispensers, touchless soap dispensers and touchless paper towel dispensers inside each bathroom.

A SHARED RESPONSIBILITY

We fundamentally believe that we are all connected—in a multitude of ways—and few things have made that more clear than COVID-19. Each of our actions has the very real potential to have an impact on the lives of those around us. Our collective liberation depends on each other. With that in mind, our approach to our safety protocols relies on our Members sharing in the responsibility for keeping everyone as safe as possible (so that we can continue to have super-awesome fitness fun for many years to come!).

To that end, along with respecting the safety guidelines and restrictions put in place by the Massachusetts and Medford government, we are asking everyone who trains at our Studio to follow our additional safety measures.

We're all in this together and at Redefine Strength and Fitness, we will always go above and beyond for each other.

1. **Self-Certify Before Every Session:** As part of the service, you'll get a reminder email and/or text message. In that reminder message will be a link to a self-certification survey where we'll ask you about whether you've been experiencing any symptoms.
2. **Stay home if you've been experiencing any symptoms:** If you have a cough, fever or any other symptoms of COVID-19, we ask that you stay home until you have been symptom-free for at least three (3) days.
3. **Let us know if you test positive:** If you have tested positive for COVID-19, or if someone you've had close contact with tests positive, please let us know so that we can help with contact tracing efforts to contain the spread of the virus. We'll ask that you stay home for at least fourteen (14) days or until you've tested negative for COVID-19.

And sadly, we have to ask that everyone refrain from person-to-person contact, including hugs & high fives, for the time being. Community, love, and support are the main ingredients in our secret sauce and the best way we can show these right now is to do our best to take care of our RSF family.

Onward to Fitness Glory!

Part 3: Navigating life in the House of Badassery

HERE'S THE DEAL:

We're gonna do this "fitness" thing differently: we're dedicated to knowing your name when you walk through the door and creating a clean, judgment-free space where you can pursue your dreams of fitness badassery and have a good ol'fashioned amazing experience every time you're in our House.

The guidelines in this section have been created to ensure that we set clear expectations for all members about how we do things around here.

We strive to make each guideline as simple and fair as possible, but it's normal to have some questions.

Don't be shy! If there is anything we can do to clarify stuff in this handbook or improve your experience in any way, call us at 617-894-0452, or email us at info@redefinestrengthandfitness.com.

First Things First: Link Your Mindbody Account

This is a quirk of how Mindbody works. Once you create your account on MindBody (or if you have previously created an account on MindBody but at another studio), you will need to link your **MindBody** account to our business, **Redefine Strength and Fitness**, on MindBody.

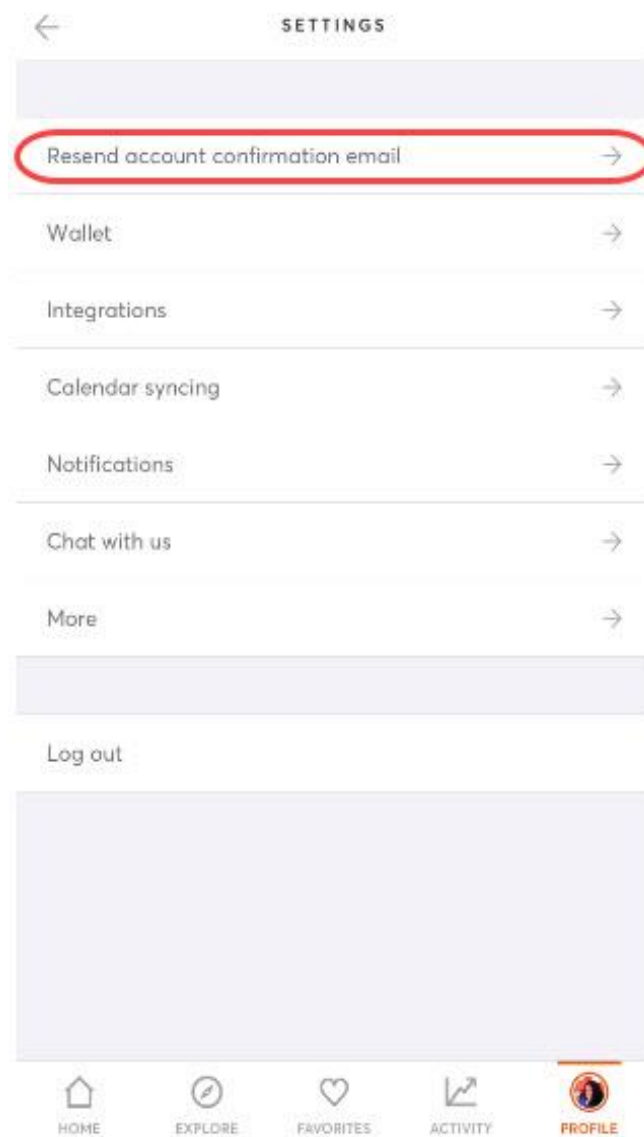
Here's how you do that (courtesy of MindBody):

If your profile is not linked to a verified account:

You need to link your MINDBODY app account with Redefine Strength and Fitness. This can be done by requesting a verification email from the Settings section of the app.

1. Sign into the Mindbody app using the email address and password used at Redefine Strength and Fitness.
2. Select the **Profile** icon at the bottom right corner of the screen.

3. Under the **Settings** gear, choose to “Resend account confirmation email” at the top.



4. Next, check your email inbox for a verification email and click the enclosed link to verify your email address.
5. Under the “Search for a business” section at the bottom of the app, enter **Redefine Strength and Fitness** and click **Search**.
6. When they see RSF in the search results, tap on it to link your account.

7. Finally, you get to re-enter your email address and password and then click on **Sign in**.

MB Training

Use my location Search

6 businesses found.

Sign in to these accounts to view your schedule and passes in the app.

MB Training
San Luis Obispo, CA, US

Username

Password

Sign In

How Your Membership Credits Work

With your 3-month or 12-month RSF Membership, you have been allotted a specified number of class, semi-private and/or private personal training sessions to access each month. During the term of your agreement, a new allocation of credits is available for your use monthly, starting with your monthly auto-payment and expiring on the same day of the following month. Your unused credits will not carry over, so plan in advance, and use those credits!

BOOKING CLASSES, SP OR 1-ON-1 TRAINING SESSIONS

Go to the [Member Dashboard](#) on the website or visit the [RSF page on MindBodyOnline](#).

Classes, semi-private and private sessions are made available for booking ***in a rolling 60-day window***. This means that you can reserve your training times as much as 60 days ahead of time.

We highly encourage you to set yourself up for success and reserve your classes and semi-private sessions early. Prime morning and evening times may be tough to book last minute!

Please don't reserve more than one class or training session for the same day, so every member has an equal opportunity to plan ahead and so you can avoid becoming an adrenaline junkie. We promise that you don't need to take more than one class daily to see results. In fact, we suggest you have at least one or two days of rest per week to allow your body time to recover.

#MoreIsNotBetter

If we notice you have overbooked, we may automatically cancel your additional reservations, which means we could end up cancelling the class you actually want to attend. D'OH!

CANCELING YOUR RESERVATION

Early Cancellations:

Class reservations may be canceled with no penalty any time prior to 6 hours before the scheduled start time.

Semi-Private and Private Training reservations may be canceled with no penalty any time prior to 24 hours before the start time.

Late Cancellations:

If you discover that you will be unable to make a class or semi-private session and it's beyond the *Early Cancellation* period, we ask that you *Late Cancel* your reservation. Your credit will still count as used, but this courtesy will allow another member to book your spot and you will avoid a *No-Show Fee*.

No-Shows:

If you are a no-show for a class or semi-private training session, you will be charged a *No-Show Fee* of \$10 for each missed appointment.

WAITLISTING FOR A FULL CLASS, SEMI-PRIVATE OR PRIVATE TRAINING SESSION

If your preferred class, semi-private or private training is full, you may opt to add yourself to a digital waitlist via MindBody.

Here are some important guidelines for managing your waitlist requests:

- You should only waitlist yourself for one class, semi-private or private training per day.
- If you already have a reserved class or training on the same day, you should cancel your current reservation before adding yourself to a waitlist for a different class or training. Otherwise, MINDBODY may remove you from the waitlist rather than add you to the class or training. Doh!
- If you are added to a class or training from the digital waitlist, you will be considered confirmed for that hour and normal cancellation policies apply. So, if you are no longer available for your waitlisted time, remove yourself from the waitlist.
- The digital waitlist stops functioning two hours prior to each timeslot

Note: In order to get waitlist notifications from MINDBODY, you must opt in to receive emails and/or texts in the "My Info" section of your MindBody user profile. Reach out if you need assistance in changing your settings.

ARRIVING FOR SEMI-PRIVATE OR PRIVATE TRAINING SESSIONS

This is covered in greater detail in Part 2: COVID-19 Safety Procedures For You And The RSF Community, but the basics go like this:

- Arrive no more than 5 minutes prior to your training session.
- Say hi to Mike and Theresa.

- Use the touchless hand sanitizer dispenser immediately to the left of the door when you come in.
- Then, follow the arrow to the right to change and wipe down your shoes.
- Put your (minimal) stuff in a cubby.
- Feel free to use the restroom to change and/or do whatever you need to do before the start of your session.
- One of us will tell you which pod you'll be in. If you're early, you can go there and foam roll.

TRACKING YOUR CLASS AND TRAINING CREDITS

To make it easy for all of our members to book visits far in advance, MindBody will allow you to reserve classes, semiprivate and/or private training sessions as much as 60 days ahead of time—even though (beyond the current month) you have yet to pay for them. This is awesome, but it also means that you can accidentally reserve more “unpaid” classes or training sessions than you are allocated through your membership. To avoid overbooking, we strongly recommend that you keep track of your available credits by regularly reviewing your schedule on the MFF app or the [MindBody website](#).

ADDITIONAL “MEMBERS-ONLY” CLASS OR TRAINING CREDITS

If (because you're just having SO MUCH FUN!) you burn through your class or training session credits before your next billing cycle, you can always purchase additional “Members Only” credits at the Front Desk (which means *call us during off-hours*) or through the [MindBody website](#). Add-ons are active for 12 months from the date of purchase and cannot be frozen.

Note, you must have an active class or training Membership to get class or training addons.

Part 4: Housekeeping. How to manage your membership. (easy button)

WE WANT YOU TO LIKE US

But if you don't, we have a no-risk, 30-day money back guarantee. As a first-time Member who has never worked out at RSF before, you may terminate your agreement and receive a complete refund if you let us know you're not digging it within 30 days of your first class, semi-private or private session.

We want to be your home for health and fitness glory, but if you're not having a good time in the first month, just let us know. We'll help you find a better fit in someone else's loving arms. *#SingleTearFalls*

THINGS THAT MAKE YOUR RSF MEMBERSHIP MAGICAL

Freezes are Easy. Like Sunday morning.

There could be any number of reasons why you might like to take a pause. Lately, life has been filled with them.

We make freezing (or suspending) your membership painless. After filling out the [Membership Freeze Form](#), please allow two business days for us to process your request. Your billing will be suspended for the duration of the freeze. The billing will automatically resume once the freeze period has ended. Any suspended payments will be added onto the initial term of your agreement, extending the Membership term by the length of the freeze. Here are the details for your membership type:

- **12-Month Memberships:** You may take advantage of four complimentary freezes during the term of your agreement, anywhere from 2 weeks to 12 weeks in duration. Additional weeks will be \$10 per week, paid in full at the start of your freeze period.
- **3-Month Memberships:** You may take advantage of one complimentary freeze during the term of your agreement, anywhere from 2 weeks to 12 weeks in duration. Additional weeks will be \$10 per week, paid in full at the start of your freeze period.
- **Bonus Freezing:** Medical freezes are always complimentary if you provide a note from your doctor detailing the medical necessity of the freeze. You may also elect to use one of your complimentary freezes (see above), which don't require a doctor's note. Additionally, you can freeze your membership, with no fee, while participating in any of our specialty *Badass* experiences.

Membership Changes.

Want to come more frequently or add classes, semi-private or private sessions to the mix? Need to scale back a bit during your summer of weekend getaways? We can help. (The Membership Change Form is still in the works, but in the meantime, you can call the office phone, 617-894-0452 or email us at info@redefinestrengthandfitness.com). Please allow up to two business days for us to process your request. We will do our best to accommodate last-minute requests, but our magic has some limitations.

Here are the details for your membership type:

- **12-Month Membership Changes:** Members may change their membership type at any time, subject to current rates. The new contract must be for 12 months, and the term of the new agreement will begin from the date of signing.
- **3-Month Membership Changes:** Members may upgrade agreements to an increased monthly fee at any time, subject to current rates. The term of the contract will begin from the date of signing. Members may not downgrade 3-month memberships.

Free, 15-minute Monthly Re-Strategizing Sessions

At some point or another, we all need a little help along the way. We at RSF are dedicated to YOUR health and fitness success! But sometimes, strategizing around a specific goal or issue takes more than a quick email. RSF offers all current Members the opportunity to book a one-on-one, in-person 15-minute session with one of us as often as once a month to strategize around any challenges you may be having. Use this opportunity to clarify your goals, ask questions and overcome plateaus or obstacles. If interested, please email info@redefinestrengthandfitness.com.

Guilt-free Membership Termination

Though we'd be sad to see you go, we're committed to making the divorce as painless as possible. Give us a call at 617-894-0452, and we'll take care of you.

Please allow up to three business days for us to process your request. Here are the most common termination scenarios:

- **Terminating at the End of Your Current Agreement:** Your contract is set to automatically auto-renew at the end of your 3-month or 12-month term so that you will have continual access to your classes and/or semi-private

sessions. If you do not wish for your agreement to auto-renew, you must fill out a termination request no later than thirty (30) days prior to the first auto-payment of what would have been your next term.

- **Terminating a Membership Early:** Early termination of a 12-month contract is a flat fee of \$350, except for the “no-fee” reasons listed below. Members on 3-month agreements may not terminate early, except for the “no-fee” reasons listed below. The termination will apply to future payments only.
- **“No Fee” Terminations:** If you have a medical issue that prevents you from utilizing your membership, you may be allowed to terminate without penalty by providing a note from your doctor detailing the medical necessity of the termination. If you move and your new home is more than 25 miles from RSF *House of Badassery*, you may terminate without penalty, provided that you lived within 25 miles of the *House of Badassery* at the time you began your agreement.

Unlimited Support

We're here for you. So, call us. Or email. Or ask in person. We've got you covered.

Part 5: Joining the FAM!

JOIN THE COMMUNITY!

You can find more of your new, BadAss, Medford FAM out in the cyber webs here:

- Facebook—join the RSF Members Facebook Group! (Search “Redefine Strength and Fitness Members Group” and request to join!
- Follow us on [Instagram!](#)
- See our tweets on the Twitter!