

NEPTUNE

FITNESS

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Welcome to Neptune Fitness! We're excited to partner with you on your fitness journey. Our personal training program is designed to fit your individual goals, and we're here to support you every step of the way. Here's what you can expect as part of your program:

- **1-on-1 Personal Training:** Receive expert coaching and personalized attention tailored to your needs and progress.
- **Customized Nutrition Plans:** Work with our experts to create a nutrition plan that supports your fitness goals and lifestyle.
- **Fitness Program:** Access a customized workout plan for those days you're not with your trainer, so you can stay on track.
- **Trainerize App:** Conveniently track your workouts, nutrition, and progress all in one place—on the go, at any time.
- **Accountability and Support:** Stay motivated with continuous check-ins and the encouragement you need to succeed.

We're here to guide you every step of the way and make sure you reach your fitness goals. Let's get started!

Sincerely,
The Neptune Fitness Team

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LOGGING INTO TRAINERIZE APP

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STEP 1 - SIGN IN

Sign into your Trainerize account and click below to download the app.

APPLE IOS GOOGLE PLAY

STEP 2 - FILL OUT THE CONSULTATION FORM

Your account will be personalized with your Goals, Habits, and Nutrition. Choose 3 habits to begin with. Having a few things to focus on will increase your focus and success!

Note: If you want to have your habits for specific days, please specify. Example:
Prepare meals at home.
SUN-FRI only if you'd like Saturday to be flexible!

STEP 3 - GET STARTED WITH THE APP

Within two business days your account will be updated with your information! Once your nutrition and habits have been uploaded, you will receive an alert from the Trainerize app. Be sure to familiarize yourself with the app so you are ready to go once your trainer has been assigned!

YOUR TRAINERIZE ACCOUNT

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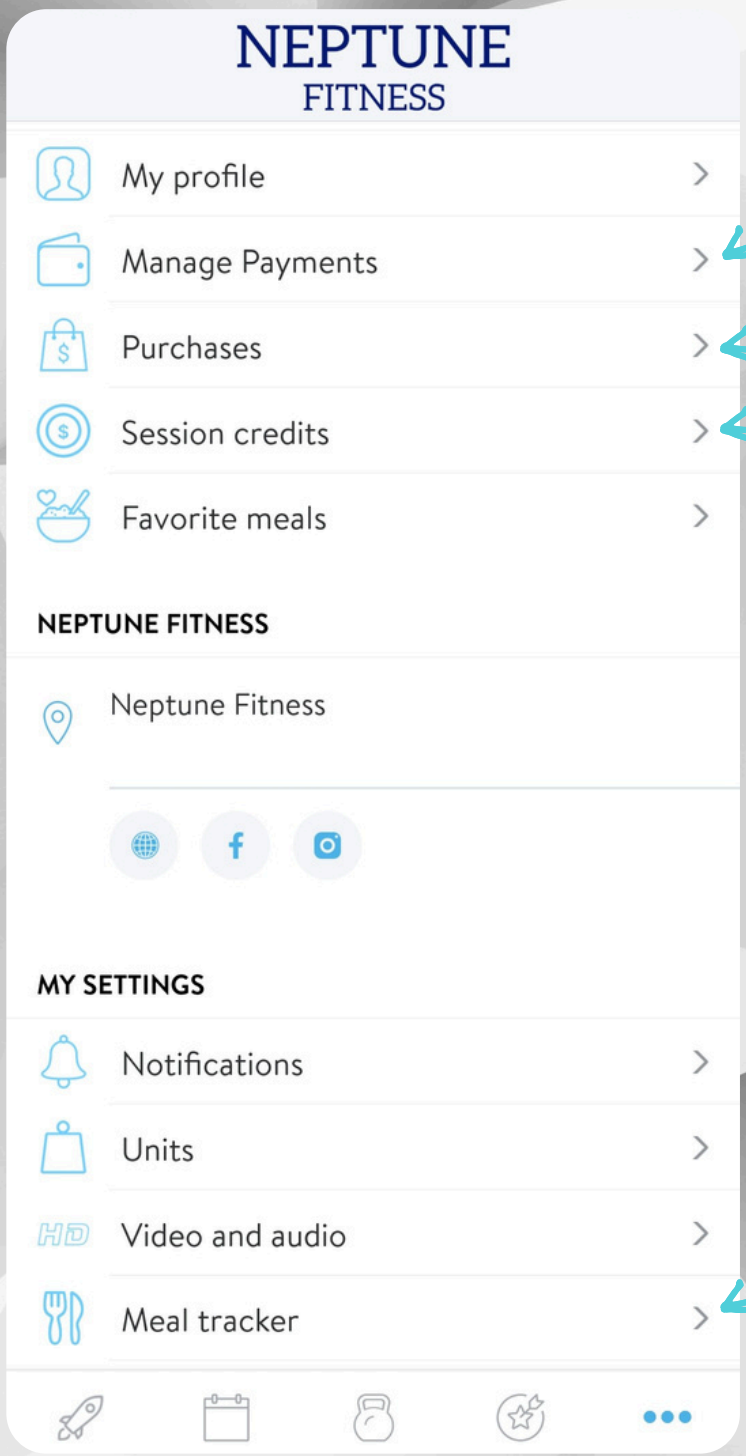
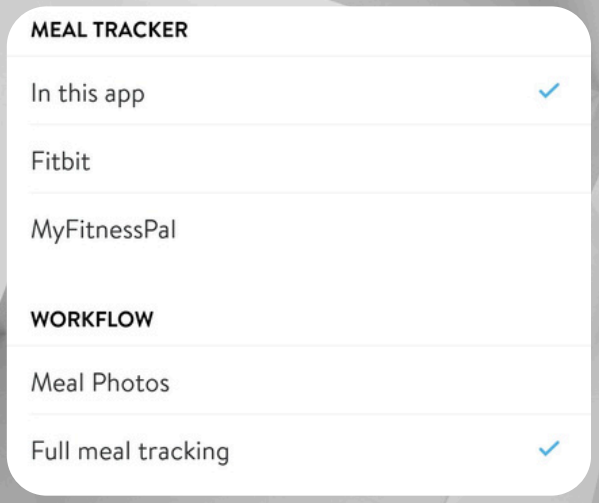


LOG INTO THE TRAINERIZE ACCOUNT ON THE WEB APP TO UPDATE PAYMENT INFORMATION

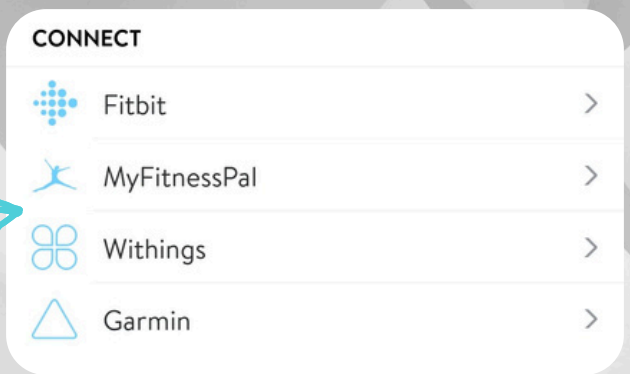
SEE YOUR PAST PURCHASES

CHECK YOUR SESSION CREDITS

BE SURE TO CHECK YOUR SESSION CREDITS ON A REGULAR BASIS. IF ANYTHING LOOKS INCORRECT, PLEASE REACH OUT TO YOUR TRAINER OR INFO@NEPTUNE-FITNESS.COM.



GO HERE TO UPDATE YOUR MEAL TRACKING PREFERENCES



KEEP SCROLLING DOWN ON YOUR ACCOUNT PAGE TO CONNECT YOUR FAVORITE APPS AND DEVICES

VIDEO TUTORIAL
TRAINERIZE

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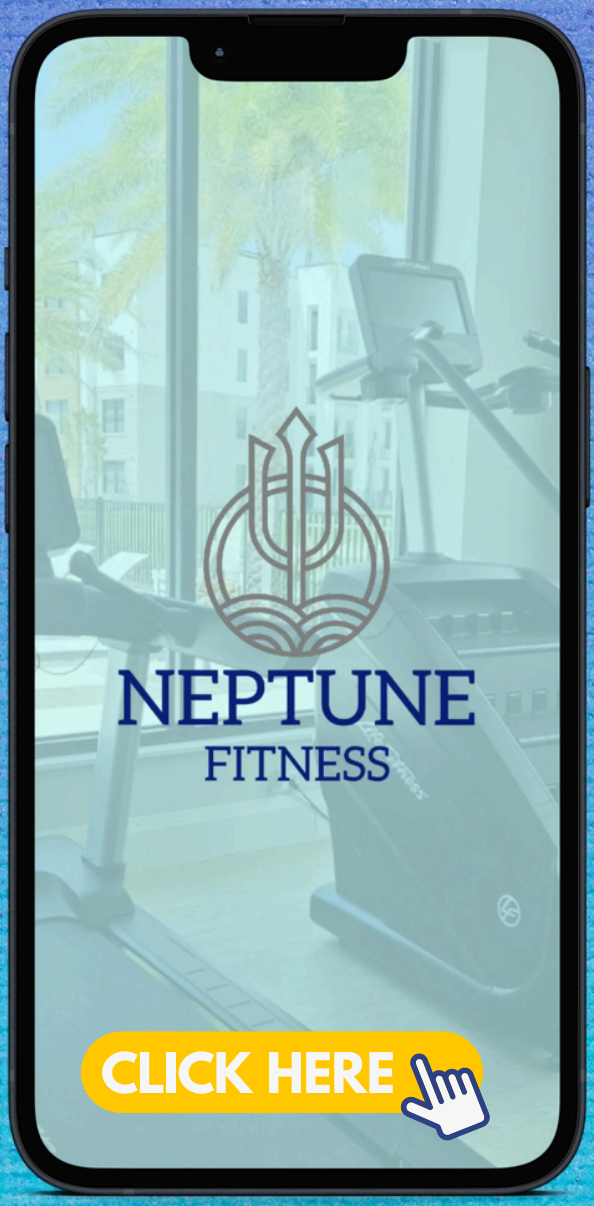

CLICK THE PHONE ABOVE FOR A FULL VIDEO TUTORIAL ON TIPS, TRICKS, AND HOW TO USE THE TRAINERIZE APP!

GETTING STARTED WITH YOUR TRAINER

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STEP 1 - PAIRING

Let's get started! You have told us about your goals, schedule, and what you're looking for in a trainer. Our skilled team of advisors will now pair you with a trainer that best fits all of your needs!

STEP 2 - SCHEDULING

Your trainer will reach out via text message to schedule your first session together based on your preferences. They will put your session into your Trainerize app calendar.

STEP 3 - FIRST SESSION

All communities are different, so be sure to let your trainer know how to access the gym/if you will need to let them into the building. Be sure to get your 5-10 minute cardio warmup done so your are ready for your first session!



NOTE: IF FOR WHATEVER REASON YOU DECIDE YOUR TRAINER ISN'T THE RIGHT FIT OR IF YOU HAVE ANY TROUBLES GETTING SCHEDULED, PLEASE REACH OUT TO INFO@NEPTUNE-FITNESS.COM TO COORDINATE GETTING PAIRED WITH SOMEONE NEW.

***NEW MARKETS, SPECIFIC REQUESTS, AND TRAINER CHANGES MAY RESULT IN PAIRING DELAYS**

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FREQUENTLY ASKED QUESTIONS

I LOVE MY TRAINER AND THE PROGRAM! HOW DO I LEAVE A REVIEW?
We love hearing from you! Claim a free session by giving us a 5-star review! Click here to give your trainer the shoutout they deserve! Or get a free session per referral who signs up with us!

I HAVE NOT BEEN ABLE TO USE ALL OF MY ALLOTED SESSIONS FOR THE MONTH. NOW WHAT?
Not a problem! All of your sessions will roll over and never expire as long as your account is active with us! If it works for both you and your trainer, you can add extra sessions weekly OR use them after your term is over. Either way, you have paid for them and they can be used at your discretion.

I FEEL AS THOUGH A DIFFERENT TRAINER MAY BE A BETTER FIT. WHAT HAPPENS NEXT?
It is important to us that you love who you work with! Please reach out to info@neptune-fitness.com to coordinate getting paired with someone new.

WHERE DO I FIND A COPY OF THE TERMS AND CONDITIONS THAT WERE AGREED TO WHEN I MADE MY PAYMENT?
We will upload to your Trainerize account and they will be attached to the Welcome Email.

WHO DO I CONTACT TO CANCEL BILLING?
Please reach out to info@neptune-fitness.com with your 30-day notice upon completion of your term to cease billing.

MY SESSION CREDITS IN THE APP DON'T MATCH WHAT I SHOULD HAVE/THERE IS A SESSION ON MY CALENDAR FOR A DAY I CANCELLED. WHAT DO I DO?
Be sure to check if you have any sessions on your calendar for the future, as those will reduce the number of session credits you see available. Sessions are reconciled on the 5th and 20th of each month from your trainer, so if you notice anything that looks off be sure to talk to them right away! Anything over 45 days is not able to be changed, so it is important to let your trainer or info@neptune-fitness.com know of any discrepancies.

If you cancelled with less than 24 hours notice, your session will remain on your calendar and will be reduced from your session count.

Please feel free to reach out to info@neptune-fitness.com with all questions, help with the app, comments, or anything else you may need!