

Subject: Important Update: Transition to Vagaro, New Payment Structure, and Training App

Dear Valued Flex and Nala Fitness Client,

We hope this message finds you well. We are excited to announce significant changes to enhance your fitness experience and support your journey towards your goals. These changes include transitioning to a new booking system, introducing a fitness app, and updating our pricing structure to provide more value and consistency.

New Booking System: Vagaro

We are now using Vagaro as our booking software. This change will streamline scheduling and ensure a seamless experience for all clients. You can book your sessions easily through our new booking link: [Vagaro Booking Link](#).

New Online Training Platform: Everfit

We are excited to offer various online memberships integrated with Everfit, a leading fitness platform featuring:

- **Access to Customized Training Plans:** Receive workout plans designed by our expert trainers, tailored to your goals and preferences (available only for premium and package purchases).
- **New Monthly Workout Programs:** Stay motivated with fresh workout programs released monthly, keeping your routine varied and challenging.
- **On-Demand Workout Collections:** Access a library of on-demand workout videos anytime, anywhere, covering styles like strength training, cardio, boxing, and more.
- **Fitness Resources and Curated Playlists:** Enhance your fitness journey with articles, tips, and curated music playlists to keep you motivated.
- **Wearable Integrations:** Sync your wearable devices to track activity, heart rate, and other metrics seamlessly, helping you monitor progress in real time.
- **Community Forums:** Connect with other members in our vibrant community forums, share experiences, and get support and motivation.
- **Task and Habit-Tracking Tools:** Set and track your fitness goals with our task and habit-tracking tools, ensuring you stay on course.

New Payment Structure for Packages

We now offer two types of packages for each training style: month-to-month and 3-month commitment options. All packages will be charged monthly, ensuring a consistent and manageable payment schedule. Here are the key details:

- **Monthly Recurring Payments:** All packages will be automatically billed monthly, helping us provide continuous support and ensuring you receive the full benefits of your chosen training program.
- **Session Usage:** All sessions included in your package must be used within the billing cycle they are allocated. Sessions will not roll over to the next monthly billing cycle. This policy encourages consistent attendance and progress, helping you stay on track with your fitness goals.
- **Package Options:**
 - **Month-to-Month Packages:** These offer flexibility at a slightly higher rate than the commitment packages. You can cancel anytime, ideal for those who need more flexibility.
 - **3-Month Commitment Packages:** These offer a discounted rate and require a minimum commitment of 3 months. After the initial 3 months, you will be billed at the same discounted rate on a month-to-month basis, which can be canceled at any time. This option is perfect for those dedicated to making significant progress and benefiting from a lower rate.
- **Complimentary Online Membership:** All packages now come with a complimentary membership to our new online virtual training platform.

Transition for Existing Packages

Existing packages under the old system will remain valid and managed through Pocketsuite until their completion or expiration date. After that, any future package purchases will be through our new booking system and recurring payment structure.

Single Sessions

Single sessions/drop-ins will still be available for purchase if you prefer not to commit to a package.

We understand that these changes may bring both excitement and concern for some clients. Our decision to implement these updates is driven by the need to ensure consistency and progress. We've noticed that irregular attendance has made it difficult for some clients to stay on track. By introducing a structured monthly commitment and offering an online training option, we aim to provide continuous support and help you achieve your goals more effectively. If you have any questions or need assistance with the new system, please do not hesitate to reach out to us.

Thank you for your continued support and dedication to your fitness journey with Flex and Nala Fitness.

Best regards,

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