

*OneFit*

# Welcome to OneFit!

We're very happy that you decided to join OneFit.

Just like you, we want for people to maintain a healthy and well-balanced lifestyle. That's why we grant our members access to a huge variety of activities through an easy to use app. Staying fit and healthy becomes really simple this way; there's always a class that matches the member's mood.

You're almost good to go. Just make sure to read the following pages carefully.

Looking forward to an amazing partnership together with you,

Team OneFit





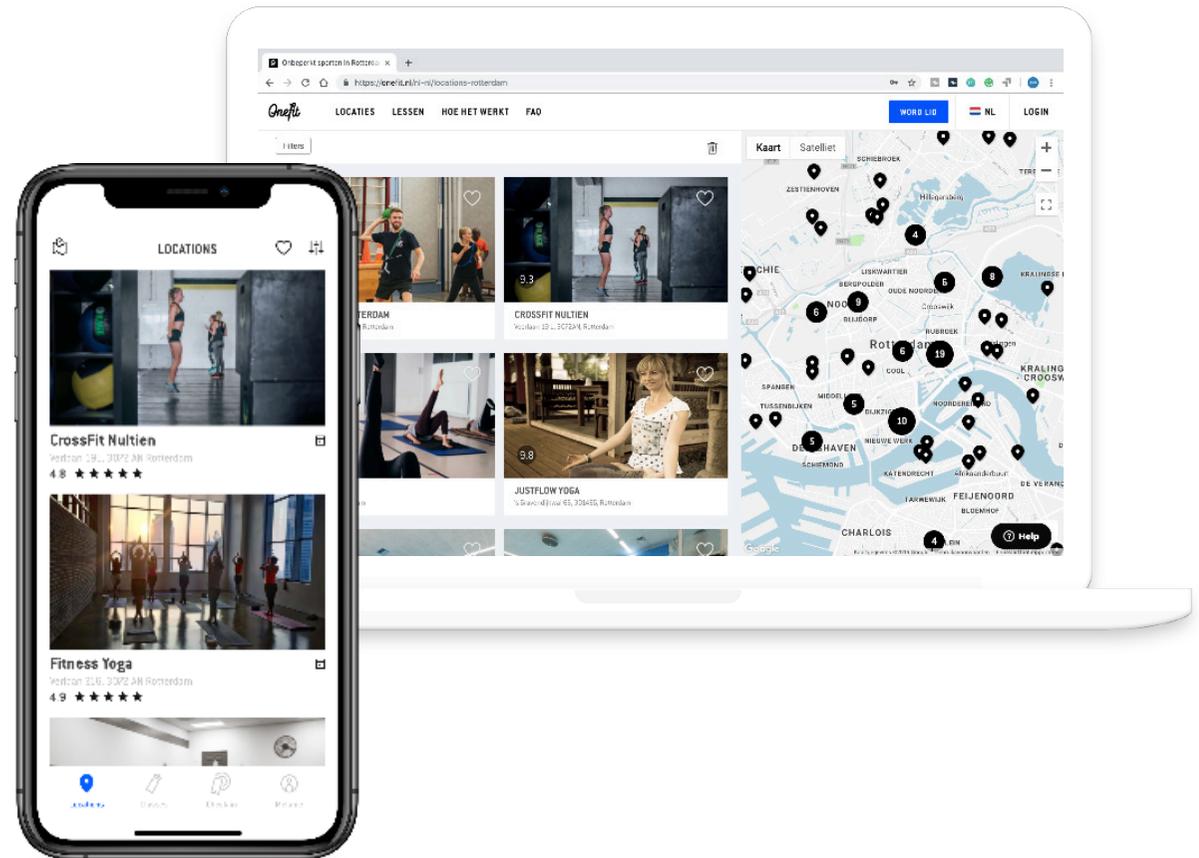
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# 1. How do OneFitters choose their favourite location?

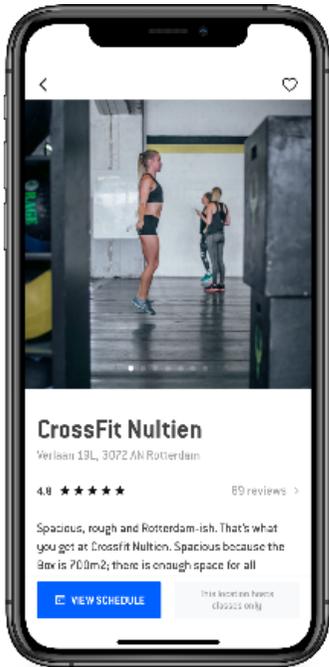
They open the OneFit website or the OneFit app to select a location. On both platforms, they'll get an overview of all available venues.

Make sure to provide us with high quality photos and appealing text to showcase your location and your classes in the best way possible. Good content really makes you stand out from the crowd. This attracts and invites more people to visit your location.



## 2. How do OneFitters choose a class?

The OneFitter:



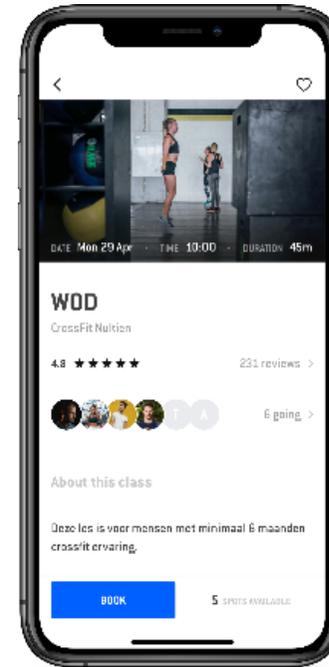
1

Selects a location



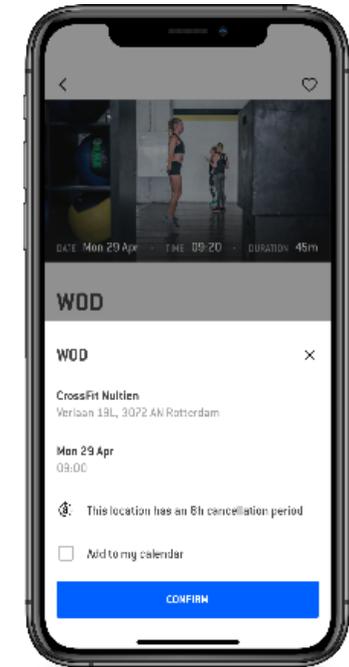
2

Views the schedule



3

Picks a class



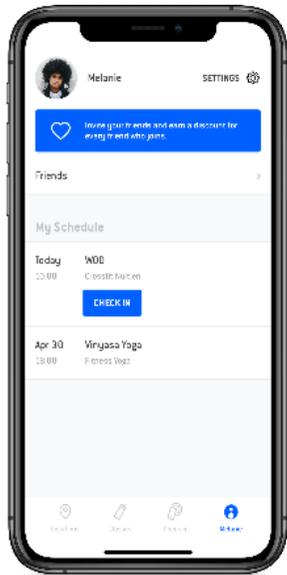
4

Books a spot and confirms it

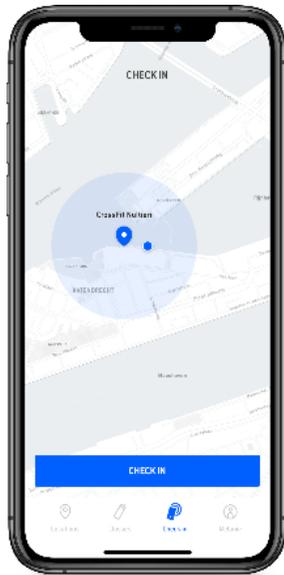
### 3. What do OneFitters need to do before they can join a class?

1

They need to confirm their check-in before class:



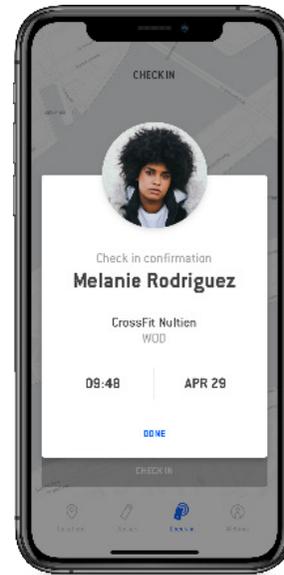
a. The check-in for booked classes



b. The check-in for open trainings

2

After a succesful check-in, the app generates a check-in confirmation which looks like this:



The check-in confirmation

## SOMETIMES THINGS CAN GO WRONG DURING THE CHECK-IN.

An insufficient network connection and poor GPS signal being the main reasons.

Possible quick fixes:

1. Have the OneFitter switch between their 4g and WiFi connection
2. Ask the OneFitter to try again outside your studio where the connection is usually better

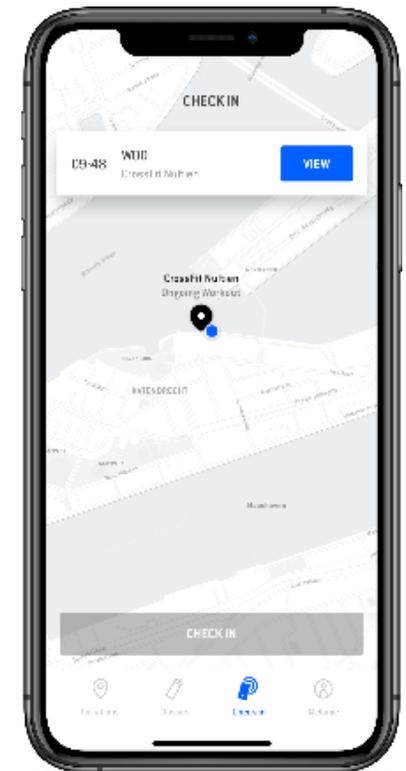
## WHAT IF SOMETHING GOES WRONG WITH CHECK-IN?

When the member's check-in is not successful but they are able to show you their booking at your location, allow them into the class and ask them to contact our Community Success Team after they've attended the class. We can manually check the member in. If a OneFitter visits your location for an open training and is unable to check in, ask them to contact our Community Success Team to arrange their check-in before granting them access to your facilities. Please note we can only check members in if their account is currently active.

## WHEN A ONEFITTER CLOSED HIS CHECK-IN CONFIRMATION SCREEN, THE CHECK-IN CAN ALWAYS BE FOUND IN THE CHECK IN TAB

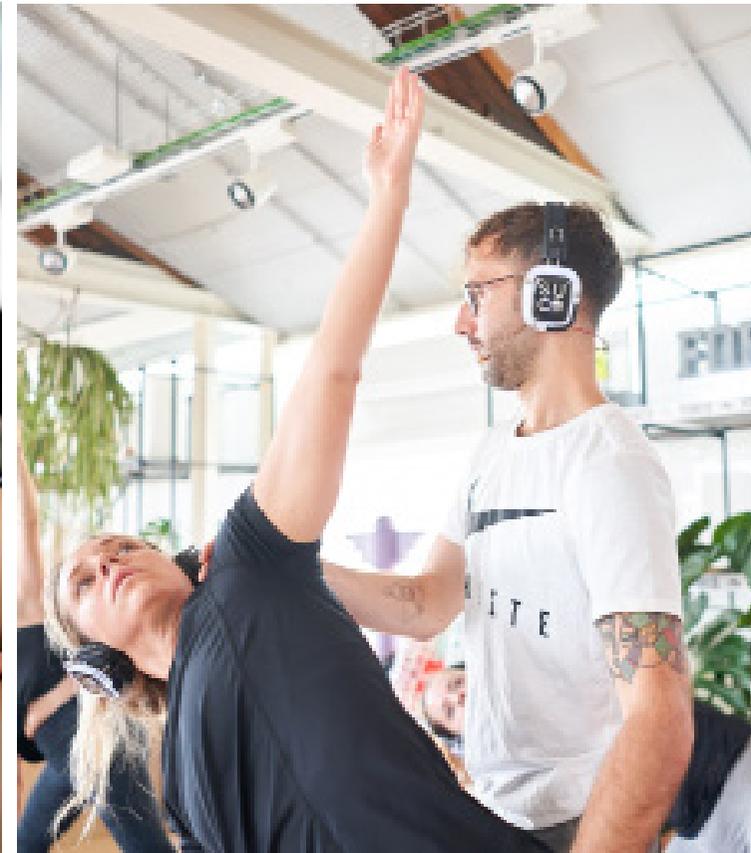
It's the OneFitter's own responsibility to make sure they have successfully checked in for their workout. If the check-in fails and they contact us to correct this, our Community Success Team will ask them to verify their attendance by sending a printscreen of the check-in screen or Google Maps so they can check if the member was at your location at the right time. If your location only offers classes (no open training) it's not possible to check OneFitters in at your location if they did not make a booking prior to their visit.

NOTE: If a OneFitter did not check in and we don't check them in manually either, the visit will not be paid.



# Please treat OneFitters like you would treat your own members.

New OneFitters are marked with a blue star in the partner portal. Make sure to motivate them right away for another check-in! Give them a warm welcome and a quick tour to show them your unique venue.



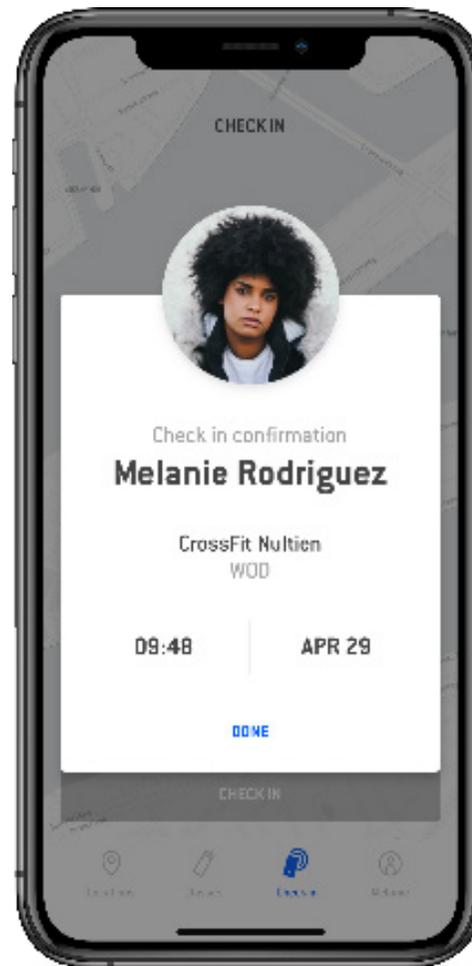
## 4. What you will see after a successful check-in?

There are two ways to see if a check-in was successful.

The app generates a check-in confirmation which looks like this:

- ✓ Naam of venue
- ✓ Naam of member
- ✓ Name of class
- ✓ Time of check-in
- ✓ Date of check-in

If everything is correct, the check-in is registered and will be paid.



# 5.1 About the partner portal

You can follow all check-ins in real time in your partner portal. You can access this at the URL [partner.one.fit](https://partner.one.fit)

The partner portal shows the following insights:

## 1. Check-ins & bookings

The check-ins view will show you an overview of today's check-ins. Once a member has checked in, you will see a blue check mark and it will show you at what time they checked in at your location. You can see all bookings for the upcoming 14 days under "Bookings". This view will also show the status of an outstanding booking once the class is in session - if the member has not checked in for their booking you will see this here. This can be a no-show, late cancel, or "no check-in". If you manage multiple venues, you can filter by venue by clicking on the icon in the upper right corner!

## 2. Check-in history

In Check-in history you can see an overview of the amount of check-ins per month (in the case of multiple venues, you can also filter by venue). You can also see the check-in history per class by selecting the month - you will then see how many check-ins were done per class. Do you want to know what happened to the bookings for a specific class? Click on the class and you'll see which bookings were successfully verified with a check-in. Want to have an overview of this information? You can get a copy by using the .csv-file option. You can download this file by clicking the blue download icon (upper right corner) in the month's partner portal overview.

## 3. Invoices

Under the "Invoices" tab you'll find all your invoices. The invoices will be available in partner portal from the 5th day of the month. You can open and download the invoices by clicking on it. The invoice shows the amount of check-ins and - if applicable - the amount of additional workouts and no-shows. All visits will be paid out around the 15th of the next calendar month, in accordance with the agreements you made with OneFit.

## 4. Reviews

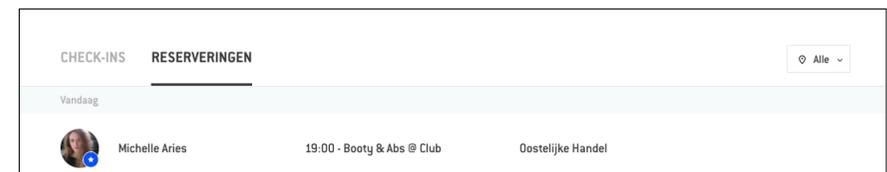
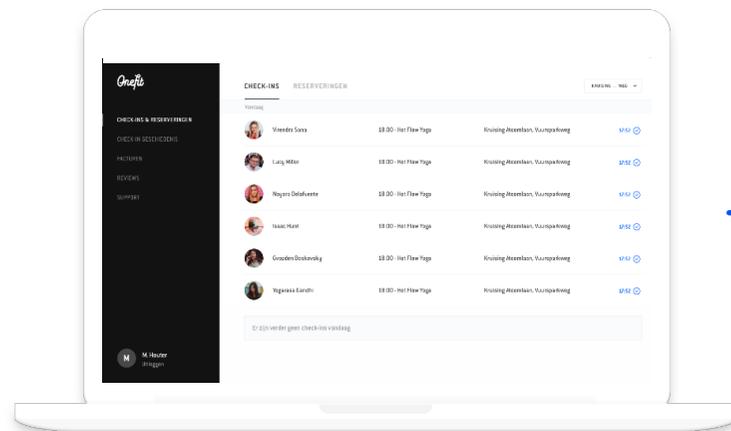
Here you can find all reviews that members wrote for your location. By clicking on a review you can see how the review's score was established. You'll also be able to react to a review here. OneFit uses a fair review system. OneFit does not delete reviews, unless they're not in line with our Review Guidelines or general Terms and Conditions.

## 5. Support

In the [Partner FAQ](#) you'll find the answers to the most common questions. Still have further questions? Please contact our Operations Team at [partners@one.fit](mailto:partners@one.fit)

## 5.2 About the partner portal

1. OneFitters that visit your location for the first time are marked with a star next to their profile picture.
2. Do you have more than one venue? They can be linked to the same OneFit partner portal.
3. Open a tab with your partner portal at the front desk to facilitate an easy check-in process.
4. You can request a second account for employees - this account will have limited access and will only be able to see the check-ins and bookings. The main account has all the



## 6.1 What happens after a OneFitter visited your location?

After each workout, OneFitters can leave a review about their experience at your location. These reviews appear on your location page in the app and on the OneFit website. If you want to respond to a review, you can do so in your partner portal. At the beginning of every year, our best reviewed partners are crowned with a OneFit award!

### HOW WILL YOU GET PAID FOR THE VISITS OF ONEFITTERS?

Every successful check-in is registered by our system and will therefore be paid. Admin users can see all successful check-ins sorted by month in your partner portal. All visits will be paid around the 15th of the following calendar month according to your agreement with OneFit. You can find all monthly invoices in your partner portal, where you can download them as a PDF for your own administration.

## 6.2 What happens after a OneFitter visited your location?

### NO SHOW POLICY

As soon as a member doesn't check-in for their booking, we're talking about a "no-show". We follow a "5% rule" for the payout of these no-shows; within the 5%, the no-shows are not paid out. If the amount of no-shows are higher than 5% of the total of all expected bookings at your location, the no-shows above this 5 % will be paid out at the agreed check-in price.

A new feature is that the late-cancellations will also be taken into account in the no-show calculation. If the no-shows account for more than 5% of total bookings, the amount of no-shows of that period will be clearly stated on your invoice.

### LATE CANCEL FEATURE

The OneFitter can cancel the class with the late cancellation feature within the cancellation period used up to 60 minutes before the start of the class for a fee of € 5,-. If they do this within 60 minutes before the lesson, the fee will be € 10,-. In the partner portal you can recognize a late cancellation on the day itself by the tag behind the name of a member. Instead of the check-in time, "late cancel" is indicated.

This feature has been created so that members who are sure they will not be able to participate in the class can still give the spot for someone else to fill. The intention of the late cancellation is that we can accommodate you as a partner. This feature is live but under development, we are constantly working to optimize the feature.

# 7.1 How does the scheduling work?

OneFit now has a Public API. This makes it possible for all CRM systems to build an integration with the OneFit platform. In addition to the existing linked CRM systems (MindBody, Eversports, VirtuaGym, ZingFit), it is now also possible to integrate your own CRM system with OneFit.

Current CRM systems that are running over the Public API are: FitoGram, GetGrib, Blossom and CTRL+. The integrations running over the Public API have the following benefits:

- ✓ Complete integration with your CRM system
- ✓ Add / cancel lessons
- ✓ Real-time lesson changes (lesson descriptions, lesson times, lesson names, teachers, addresses)
- ✓ Spot management (adapting places)
- ✓ OneFit bookings are automatically entered into your own CRM system

If you are using one of the above currently linked CRM systems, please contact [partners@one.fit](mailto:partners@one.fit) to set up the integration.

If your CRM system is not listed, please contact the developers of your CRM system and indicate that they can build a link with the OneFit platform. They may also contact us at [partners@one.fit](mailto:partners@one.fit).

## 7.2 How to activate the integration with fitogram?

FitoGram is a CRM system that will offer a complete integration over the OneFit Public API next to the benefits and functionalities it has in store for your studio.

A complete integration means that the changes that you make to your schedule will be processed realtime on the OneFit schedule as well.

- ✓ Free of charge as an OneFit partner
- ✓ Add/cancels classes
- ✓ Schedule changes (class descriptions, timeslots, class names, teachers, addresses)
- ✓ Spot management (amount of spots per class)
- ✓ OneFit bookings are pushed into your own CRM system (FitoGram)

If you do not have a CRM system but would like to use it or if you want to switch to FitoGram, please contact us at [partners@one.fit](mailto:partners@one.fit).

More information about FitoGram and the integration with OneFit can be found on their [website](#). If you are already convinced and want to get started right away, you can download the manual and watch the following videos:

- ✓ [Video create FitoGram](#)
- ✓ [Video set-up integration with OneFit](#)

In the meantime you can contact FitoGram support via the chat function on the website. Have you taken all the steps and set up the integration? Please let us know via [partners@one.fit](mailto:partners@one.fit) so that we can process this in our administration and import the classes from FitoGram.

# 7.3 Check-in members

The Operations Team will not respond to requests to check in OneFit members. Operations is there for all your general questions about your location's page on OneFit's platform or any questions regarding the schedule.

The check-in is the OneFit member's own responsibility once they have attended a class. If they attended and failed to check in through their app, they can contact our Community Success Team by phone, e-mail or WhatsApp to arrange the check-in. They have 72 hours to do this. If we do not hear from them by that time, the member will be marked as a no-show. This no-show visit will be paid out at regular check-in price if the total amount of no-shows at your location exceeds 5% of total bookings. What happens to an outstanding booking is visible in real time through your partner portal.

### Check-in & Bookings

**09:00**

CHECK-INS BOOKINGS

Today

- Camille Richardson  
20:50 - Yoga  
Vroomkade 501
- Serge Brabantier  
21:20 - Yoga  
Vroomkade 505

No more bookings

**20:02**

CHECK-INS BOOKINGS

Today

- Serge Brabantier  
22:00 - Yoga  
Vroomkade 501

No more check-ins

**20:35**

CHECK-INS BOOKINGS

Today

- Camille Richardson  
20:50 - Yoga  
Vroomkade 501

No more bookings

### Check-in History

**20:30 - YOGA**

1 checked-in / 5 spots

- Serge Brabantier  
Thursday September 25  
21:02
- Camille Richardson  
Thursday September 25  
No check-in

## 8. When you need to contact whom

Please notify our Operations Team via [lesrooster@one.fit](mailto:lesrooster@one.fit) when you make any changes to your schedule or your opening hours as much in advance as possible. Please take into consideration that before national holidays, the workload is high and we might need 2-3 working days to process your request. When your CRM system is linked to OneFit, changes are made automatically.

For urgent last minute cancellations of scheduled classes, you can contact us by WhatsApp at +31 20 299 3697. This service is available from Monday to Friday between 8 am and 6 pm, Saturday & Sunday from 9 am to 5 pm. You have to notify us at least 2 hours prior to the class.

NOTE: this does not apply to canceling a class due to minimal participation!

If you have detailed questions about the terms of our collaboration, please contact your Partnership Manager.

If you want to propose any marketing activities regarding your location (events, photography, social, etc.), you are more than welcome to contact our Partner Marketing Manager Guido via [guido@one.fit](mailto:guido@one.fit).

We will always try and find a way to implement your suggestions and wishes but we can't guarantee personalized marketing efforts upfront.

You can reach our Community Success Team during the following opening hours:  
Monday to Sunday: 9 am - 5 pm  
Mail: [info@one.fit](mailto:info@one.fit)

Please always take a look at our [FAQ for partners](#) to find answers to your questions.

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