

FAQs

- 1. How do I price my inventory?** All of our GlobalFit Anywhere partners will work directly with a Partner Support Specialist to identify timeslots and unused inventory that will respond well to dynamic pricing. We'll work with you to analyze your available slots by class or timeslot, booking history, and retail rates as well as promotional rates. Using our algorithm, we'll be able to recommend a price range which includes a minimum and maximum rate for open spots for each underutilized timeslot.
- 2. Is there a minimum number of spots I must offer in order to become a GlobalFit Anywhere partner?** We encourage all of our partners to take advantage of GlobalFit's ability to use its algorithm to accurately identify price points that allow you to maximize revenue for underutilized inventory.
- 3. Is there a cap on the number of classes or workouts a participant can book in a month, at the same studio or gym?** GlobalFit Anywhere does not restrict users from booking classes, sessions with a trainer, or buying day passes per facility in a month.
- 4. How does GlobalFit control access to the app so that only eligible GlobalFit Anywhere users are getting access to the discounts?** Eligible employees will receive a unique client code which they must use while creating an account on the app. Users create their account and are verified before they are allowed to search available inventory, view participating providers, and make purchases.

5. **Are GlobalFit Anywhere users receiving subsidies or reimbursements towards the booking and purchase of classes, day passes, or training sessions?** Many of our employers and health plan partners offer subsidies and reimbursement for the purchase of classes, day passes, and personal training sessions.
6. **Do I need special software?** No special software is required to participate. As a partner of GlobalFit, you will have access to an administrative portal to view booked inventory, rates, and validate who has checked in.
7. **Will the user pay a no show fee?** Part of the GlobalFit Anywhere benefit for eligible users is the elimination of additional fees like no show or cancellation fees. If a user fails to show for a class or session, or does not redeem a day pass, the service provider is paid the agreed upon GlobalFit rate for the service, session, or pass.
8. **What is the cancellation window for a user to cancel for a refund?** Users have up to 24 hours to cancel their class, personal training session, or day pass.
9. **Do users cancel through the app or at the facility?** The user must cancel on the GlobalFit Anywhere app to receive an in-app credit to their account.
10. **How do I get paid?** Our partners are paid twice per month (the 1st and 16th of each month).