



SAN MATEO
ATHLETIC CLUB
AT
COLLEGE OF SAN MATEO

SMAC Fit Pass Purchase & Enrollment

SMAC FIT PASS PURCHASE CRITERIA

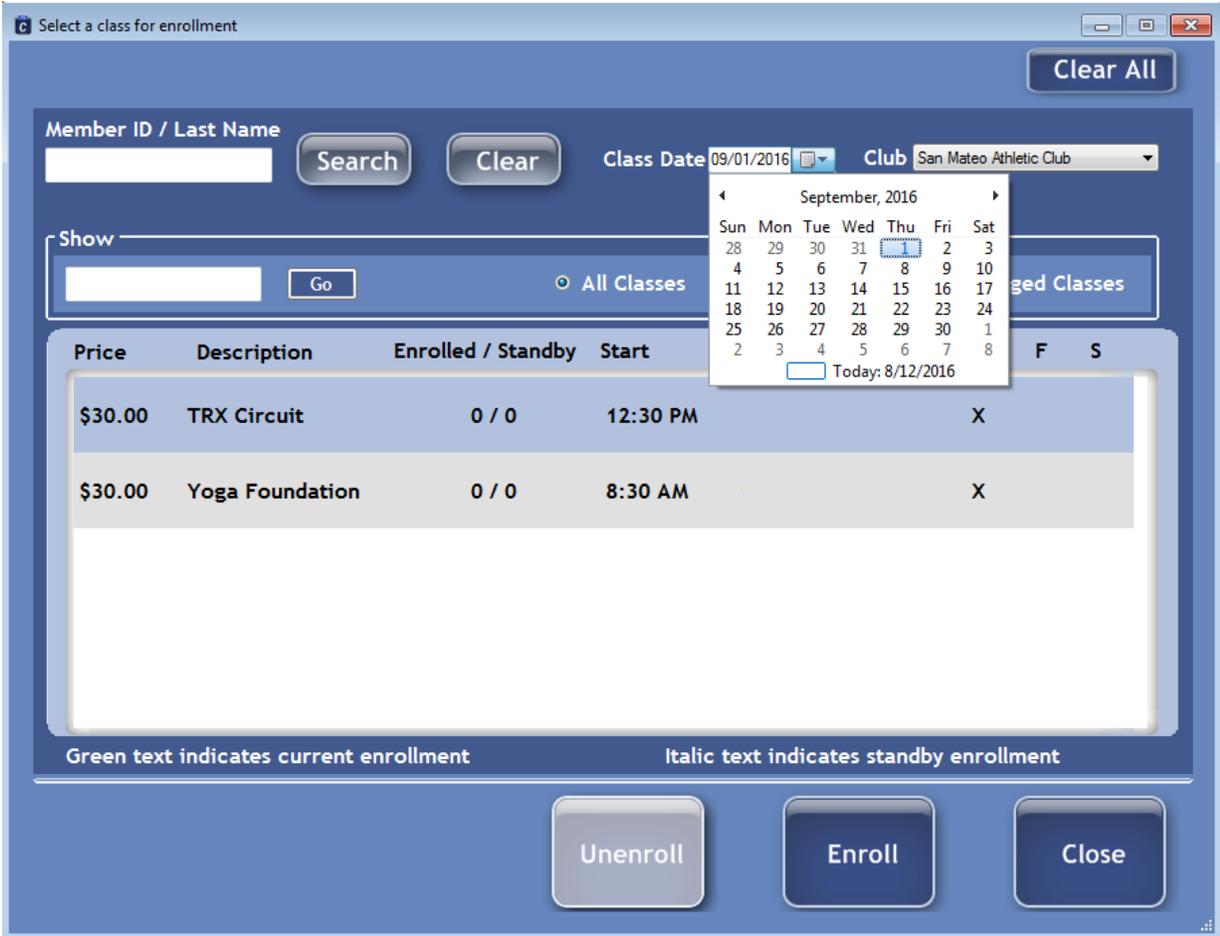
- Members must purchase one of the following SMAC Fit Pass Options (found in Point of Sale, under Fitness Classes. Package should be assigned to the main instructor):
 1. **SMAC Fit Pass 1x/wk = \$100** (must enroll same class each week, calendar month, 4 total sessions)
 2. **SMAC Fit Pass 2x/wk= \$180** (must enroll same 2 classes each week, calendar month, 8 total sessions)
 3. **SMAC Fit Pass Pro up to 4x/wk= \$320** (can select any class they want each week, up to 4x/wk, 16 total sessions)
- First-Time Fit Pass Participants who join after the 1st of the month may purchase a Mid-Month package one time to participate after the 15th of the month. These packages are separate POS buttons and the instructor must pre-fill this information on the activity card with approval from the Fitness Manager. The Mid-Month options are labeled:
 - **Mid-Mo Fit Pass 1x/wk \$50** (same class each week after the 15th, calendar month, 2 total sessions)
 - **Mid-Month Fit Pass 2x/wk \$90** (same 2 classes each week after the 15th, calendar month, 4 total sessions)
 - **Mid-Month Fit Pass Pro \$160** (select any class they want after the 15th, calendar month, 16 total sessions)
- Enrollment can only be done by the instructor or fitness admin assistant. Members do not have the ability to enroll themselves online.
 - Members should be signing up for a program from 1 of 4 categories:
 - Strength/Power
 - Core/Balance
 - Cardio/Weight Loss
 - Flexibility/Mind-Body
 - Enrollment for the program is based on the calendar month. New clients who want to join mid-month can be directed to the Fitness Manager, Mai Tran, for one-time pro-rated costs. Please connect the member via email to tranm@smccd.edu.

TO ENROLL A MEMBER IN A CLASS (after they have purchased a package) or VIEW ENROLLMENT

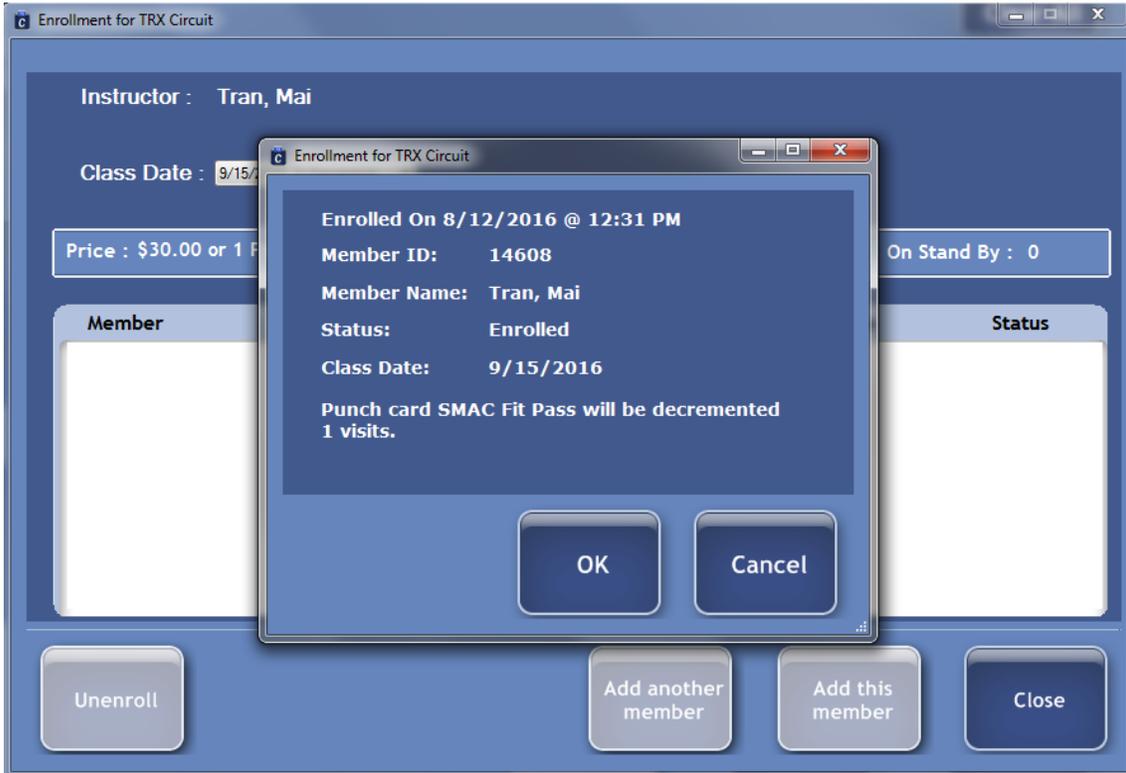
1. In Compete Front Desk, go to MORE > CLASS ENROLLMENTS



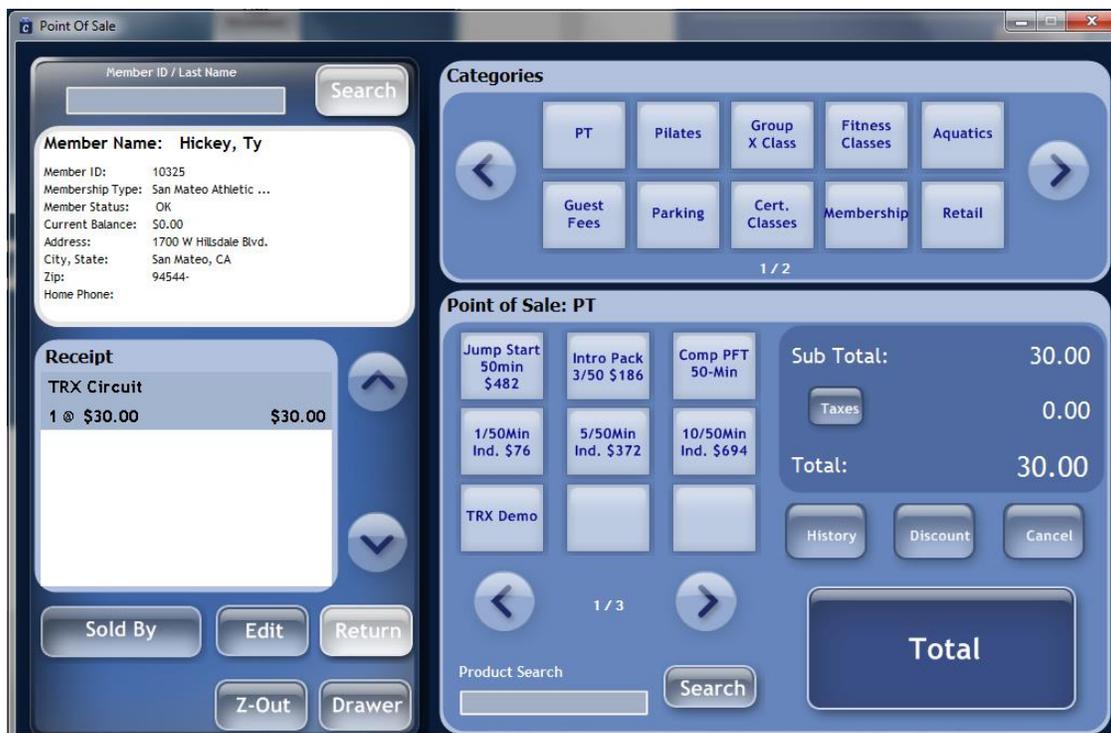
2. Select the date you would like to enroll the member, double click on the class you want to select.



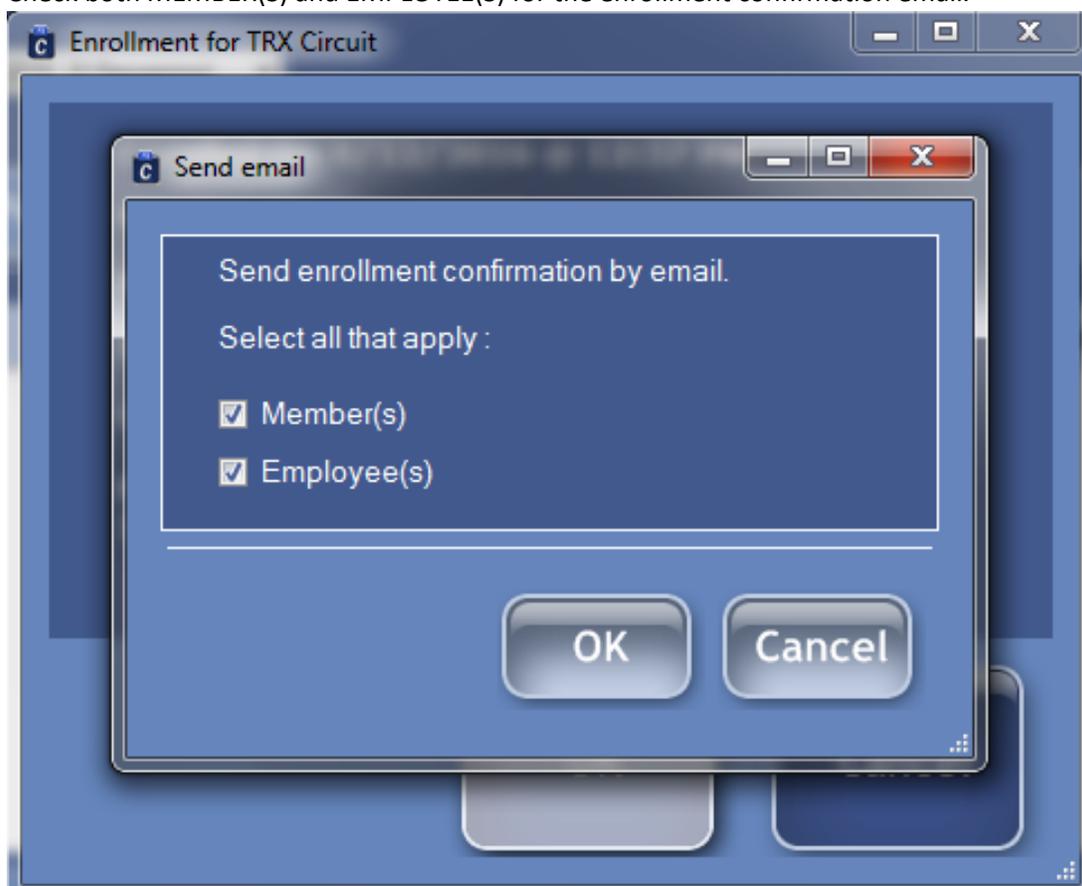
3. Select ADD ANOTHER MEMBER, search for the member by last name, first name.
 - a. If member has sessions remaining from their fit pass, the enrollment should be complete



- b. If a member has not purchased a Fit Pass package, the POS box will pop up to charge a drop-in fee of \$30



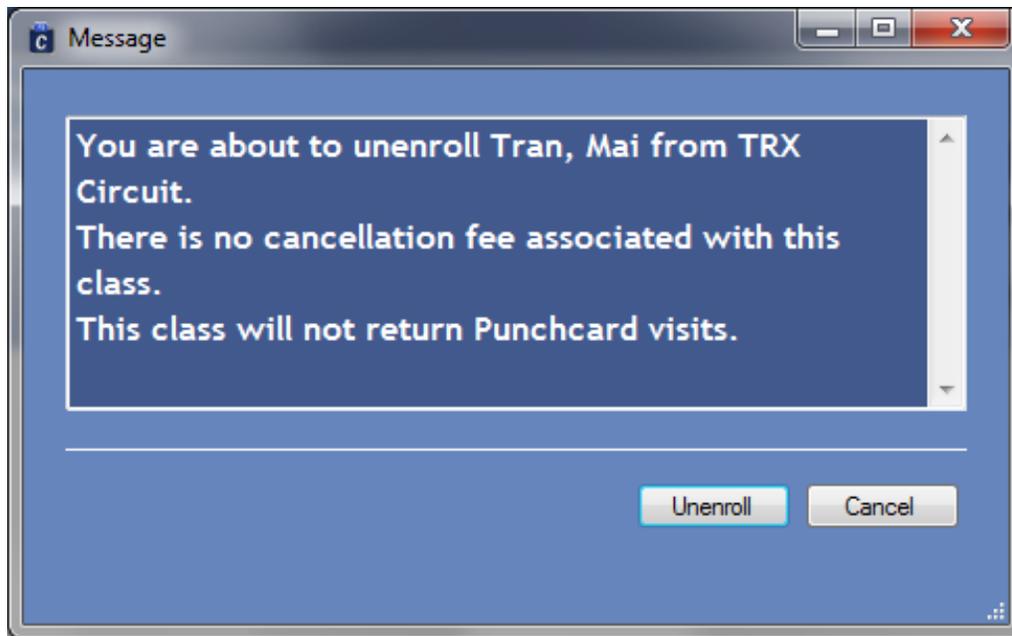
- c. Check both MEMBER(S) and EMPLOYEE(S) for the enrollment confirmation email.



- d. PLEASE NOTE: You must manually enroll member for each class that month. There is currently no way to do a re-occurring enrollment in the system.
- e. This is also the only way you can see everyone who has been enrolled in your Fit Pass session.

TO UNENROLL A MEMBER

1. Select the member you would like to unenroll. Confirm the acknowledgment that sessions will not be added back on.



2. If a member was enrolled by mistake, unenroll the member and email Mai to add the session back on through the back office. Only a manager or someone with administrative access can fix this on the back end.

STANDBY/WAITLIST ENROLLMENT

1. If the class enrollment is full, members can be added onto the Standby list. You should still be able to ADD ANOTHER MEMBER.
 - a. If someone cancels, the first person on the standby list will be automatically enrolled in the class up to an hour before the class starts.
 - i. Members on standby will receive an email notification if they make it into the class, so check enrollment regularly and confirm with the member via phone if they get in the same day the class takes place.
 - ii. Please keep a max of 5 people on the standby list. *(If you have this many people on standby, you should talk to your manager about offering another class on another day to accommodate).*
 - iii. Members on standby who do not confirm should not be charged for the session.