

Question	Required Response
What is the minimum age a member can access the club outside of staffed hours?	Hi there
What are the next steps for processing a price rise?	Hi there
What are the dates of our Fernwood conference?	Our annual Fernwood conference is booked for Friday 11th October and Saturday 12th October - the registration link is here: <a href="https://fernwoodconference2024.rsvpify.com/?securityToken=rMP36zlh0PIbEZRZZ1cPHGxHrsa2j1Od">https://fernwoodconference2024.rsvpify.com/?securityToken=rMP36zlh0PIbEZRZZ1cPHGxHrsa2j1Od</a>
How do I book a member into a class?	To book into a class
what is hypoxi?	HYPOXI is a low-impact exercise method that combines vacuum and compression technology with healthy nutrition to enhance the body's natural fat burning system in specific areas such as the stomach
this came up twice with the response seems there is a copy	Citations:1. FERNWOOD SALES MANUAL.pdf#page=124 2. FERNWOOD SALES MANUAL - Copy.pdf#page=124
What is my closest Hypoxi studio?	You can visit the HYPOXI website at <a href="http://hypoxi.com.au">hypoxi.com.au</a> to find the nearest studio
How do i order Hypoxi accessories?	To order accessories for HYPOXI
	<a href="#">_FW_Hypoxi_Consumables_Form.pdf</a>
How can I order Hypoxi skirts	To order HYPOXI skirts
What heart rate monitors should I purchase for HYPOXI?	Please refer to the HYPOXI Consumables document.
Where do I buy batteries for the TC Monitors?	Please refer to the HYPOXI Consumables document.
Do you have cookbooks in stock/where can I order cookbooks from?	Please log onto the SFM portal to check stock availability and to place an order.
where do I order Hypoxi uniforms from?	Please log onto the SFM portal to check stock availability and to place an order.
where do I order Hypoxi disinfectant from?	Please log onto the SFM portal to check stock availability and to place an order.
How do I book a service for Hypoxi?	To book a service or any maintenance of your Hypoxi machine please email <a href="mailto:support@hypoxi.com.au">support@hypoxi.com.au</a> with information about what you are enquiring about. If a service please let team know how many machines you have

My machine is broken?	To book a service or any maintenance of your Hypoxi machine please email <a href="mailto:support@hypoxi.com.au">support@hypoxi.com.au</a> with information about what you are enquiring about. If your machine is not working please let the team know what is happening to your machine
I need a tech to come to my club.	To book maintenance of your Hypoxi machine please email <a href="mailto:support@hypoxi.com.au">support@hypoxi.com.au</a> with information about what you are enquiring about. If your machine is not working please let the team know what is happening to your machine
Im insterested in a HYPOXI franchise	Thank you for your enquiry we are not expanding Hypoxi at this point in time. Should you be interested in a Fernwood please contact <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a>
How do I order a technician?	To order a technician for your HYPOXI machine
How do I find out my lease end date?	Please contact <a href="mailto:danielle.brown@fernwoodfitness.com.au">danielle.brown@fernwoodfitness.com.au</a> and she can assist with your query
My roof is leaking	Please contact <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> and she can assist with your query
My aircon has stopped working is this my responsibility or the landlords?	Please contact <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> and she can assist with your query
If my hot water is broken what do i do?	Please do not replace until you have spoken with <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> as we need to establish if it is the Franchisee or Landlord responsibility
I would like to purchase a Fernwood club?	Please contact <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> and the team can assist with your query
How do I find out my franchise end date?	Please contact <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> and the team can assist with your query
Maintenance enquiry	Please do not replace until you have spoken with <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> as we need to establish if it is the Franchisee or Landlord responsibility
what do I do if I have a maintenance issue?	Please do not replace until you have spoken with <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> as we need to establish if it is the Franchisee or Landlord responsibility
Who should I talk to about opening a new club?	Please contact <a href="mailto:mel.male@fernwoodfitness.com.au">mel.male@fernwoodfitness.com.au</a> or 03 9630 8826 to discuss this

What are the site requirements for a new club?	Here is a list of the requirements I use when initially speaking with agents to source sites which may help with your conversations with them-
I have found a site which I think would be great for a new club	who do I speak to?
I have a friend/family member who is interested in opening a new club who do I speak to?	Please contact <a href="mailto:mel.male@fernwoodfitness.com.au">mel.male@fernwoodfitness.com.au</a> or 03 9630 8826 to discuss this
Who do I speak to about relocating my club?	Please contact <a href="mailto:franchising@fernwoodfitness.com.au">franchising@fernwoodfitness.com.au</a> and the team can assist with your query
Can you please confirm my LMA boundary?	Please contact <a href="mailto:mel.male@fernwoodfitness.com.au">mel.male@fernwoodfitness.com.au</a> or 03 9630 8826 to discuss this
Can you please confirm my PMA boundary?	Please contact <a href="mailto:mel.male@fernwoodfitness.com.au">mel.male@fernwoodfitness.com.au</a> or 03 9630 8826 to discuss this
Where do I login to see what my staff have completed on Masterclass?ÃfÃfÃ,ÃfÃfÃ,Ã,ÃfÃfÃfÃ,Ã,ÃfÃ,Ã,Ã,ÃfÃfÃ,ÃfÃfÃ,Ã,Ã,ÃfÃfÃ,Ã,ÃfÃ,Ã,	To login and see what your staff have completed on Masterclass
I have a staff member who has registered for Masterclass but isnÃfÃfÃ,ÃfÃfÃ,Ã,ÃfÃfÃfÃ,Ã,ÃfÃ,Ã,Ã,ÃfÃfÃ,Ã,Ã,ÃfÃfÃ,Ã,ÃfÃ,Ã,Ã't appearing under my analytics.	To address the issue of a staff member not appearing under your analytics on Masterclass
I have done a course in Masterclass but itÃfÃfÃ,ÃfÃfÃ,Ã,ÃfÃfÃfÃ,Ã,ÃfÃ,Ã,Ã,ÃfÃfÃ,Ã,ÃfÃfÃ,Ã,ÃfÃ,Ã,Ã's not showing as completed?	If a course you have completed in Masterclass is not showing as completed
I'm unable to login to Masterclass	Please contact <a href="mailto:helpdesk@fernwoodfitness.com.au">helpdesk@fernwoodfitness.com.au</a> and include your name and login details
I have a team member who has left my club	how do I remove their access from Masterclass
Who do I contact to get some help with videos in my club?	If you require some assistance with video content regarding your club
Who do I contact about videos?	Hi there
What is the best practise to ask for help with my social media videos?	The best way to seek specific advice regarding your club's social media videos
How do I reach out to NSO for help with my club's social media videos?	Correct response
I want a copy of the video shown at last year's national conference. Who do I contact?	The best person to contact for this video is Sarah Plessa or Kelly Morales.
There is a shoot taking place at my club today. Who is the best person to contact about this?	Creative Lead
Who produces videos at NSO?	The video production team within the design studio at NSO consists of Senior Video Producer

Who is the video production team at NSO?	The video production team within the design studio at NSO consists of Senior Video Producer
Who can I contact regarding an artwork on Canva?	To contact someone regarding an existing artwork on Canva
Who can I contact if I want to update a signage in club?	To update a signage in the club
Who can create a social tile for me?	If you would like a custom social tile created
I need an artwork edited or unlocked on Canva	who can I contact?
Who is the best person to contact regarding any design related questions?	The best person to contact regarding any design-related questions at Fernwood Fitness is Janina Roque
Who can I contact regarding an issue in club webpage?	You can contact Dean McKenna
Who can I contact regarding to add or remove the franchisees' accesses on Uberall for Fernwood clubs and Google Business Profile for Fernwood clubs and HYPOXI studios?	You can contact Dean McKenna
My member didn't receive an SMS appointment reminder	According to the provided sources
A lead didn't receive a Talkbox email	If a lead didn't receive a TalkBox email
How do I set up MFA in Talkbox?	The first step to enable MFA in Talkbox is to download the Microsoft Authenticator app. Wihtin the app
How can I send a 2 Way SMS.	To send a 2-way SMS using TalkBox
How do I resubscribe a member into Talkbox communications?	To resubscribe a member into TalkBox communications
How can I register my team for Mental Health First Aid?	It is recommended to reach out to <a href="mailto:sarah.plessa@fernwoodfitness.com.au">sarah.plessa@fernwoodfitness.com.au</a> for upcoming course information
How can I register for Conference?	You can register for the Conference using this link - <a href="https://fernwoodconference2024.rsvpify.com/">https://fernwoodconference2024.rsvpify.com/</a>
When is the Conference?	This year's Conference is on October 11th and October 12th at JW Marriott Gold Coast Reosrt & Spa. For more information regarding the Conference
Where can I find past editions of What's the Goss?	You can find past editions of What's the Goss at the bottom of this page - <a href="https://fernwoodfitness.sharepoint.com/SitePages/What's-The-Goss.aspx">https://fernwoodfitness.sharepoint.com/SitePages/What's-The-Goss.aspx</a>
Where can I find past editions of Helpdesk Tip Of The Week?	You can find past editions of helpdesk Tips of The Week Here - <a href="https://fernwoodfitness.sharepoint.com/Whats%20The%20Goss%20Attachments/Form%20s/AllItems.aspx?id=%2FWhats%20The%20Goss%20Attachments%2FHelpDesk%20Tip%20Of%20The%20Week&amp;p=true&amp;ga=1">https://fernwoodfitness.sharepoint.com/Whats%20The%20Goss%20Attachments/Form%20s/AllItems.aspx?id=%2FWhats%20The%20Goss%20Attachments%2FHelpDesk%20Tip%20Of%20The%20Week&amp;p=true&amp;ga=1</a>

Where can I find local area marketing assets?	You can find the Canva assets for the campaign via this link <a href="https://www.canva.com/folder/FAELLmyFo-M">https://www.canva.com/folder/FAELLmyFo-M</a> . Please make sure you are logged in so you can access the assets available.
Where can I find the national campaign toolkits?	You can find the national campaign toolkits on the intranet. It is recommended to check the intranet under the toolkits and manuals section to find the campaign toolkit you are after.
Who do I contact to opt-out of a campaign?ÃfÃfÃ,ÃfÃfÃ,Ã,ÃfÃfÃfÃ,Ã,ÃfÃ,Ã,Ã,ÃfÃfÃ,ÃfÃfÃ,Ã,Ã,ÃfÃfÃ,Ã,ÃfÃ,Ã,	You can contact Kathleen Looney
How much does a personal trainer get paid	Gives response The information provided does not specify the exact amount that a personal trainer gets paid.
How much should I pay a personal trainer	Currently goes to information about paying for a PT in the club & references retention took kits (The price to pay a personal trainer can vary depending on the location and the specific trainer. However
how much should i pay a fernwood trainer	As above
how much should i pay an employee who works in hypoxi	Gives response The information provided does not specify the exact amount that an employee working in Hypoxi gets paid.
how much should i pay an employee who works in sales	Gives response The information provided does not specify the exact amount that an employee working in Sales should be paid.
what are the current award pay rates	Gives response: The provided sources do not explicitly state the current award pay rates for employees at Fernwood. It is recommended to contact Fernwood directly or consult with Fair Work Australia for the most up-to-date and accurate information regardi
what happens if an employee works 6 days in a week	Gives response: The provided sources do not contain specific information about what happens if an employee works 6 days in a week at Fernwood. It is recommended to refer to the employee handbook or consult with Fernwood directly for their policies and pro
what does an employee need to be paid if she works a broken shift	Answer is correct
what is the pay classification level of a personal trainer	Answer: Based on the provided sources

how many hours a week can a full time employee work	Answer: The provided sources do not explicitly state the number of hours a full-time employee can work at Fernwood. It is recommended to refer to the employee handbook or consult with Fernwood directly for their policies and guidelines regarding full-time
how much should a full time employee be paid if they work on a public holiday	The provided sources do not explicitly state the specific pay rate for full-time employees working on a public holiday at Fernwood. It is recommended to refer to the employee handbook or consult with Fernwood directly for their policies and guidelines reg
how much should a casual employee be paid if they work on a public holiday	Answer: According to the provided sources
how many hours can an employee work in a day	Current Answer; The provided sources do not explicitly state the maximum number of hours an employee can work in a day at Fernwood. It is recommended to refer to the employee handbook or consult with Fernwood directly for their policies and guidelines reg
what are the broken shift rules	Current answer: The provided sources do not contain specific information about the broken shift rules at Fernwood. It is recommended to refer to the employee handbook or consult with Fernwood directly for their policies and guidelines regarding broken shi
how much should i pay a group fitness instructor	Current Answer: The provided sources do not explicitly state the specific pay rate for a group fitness instructor at Fernwood. It is recommended to refer to the employee handbook or consult with Fernwood directly for their policies and guidelines regardin
what days do we direct debit?	Gives response - The direct debit day may vary depending on whether it falls on a business day or not. If the debit day falls on a non-business day
what day do we direct debit our members?	Gives response - Members are direct debited on Thursdays 1.
what service does membership admin provide?	Gives response - The membership admin provides services such as processing membership sales
How much does membership admin charge?	Gives response - The membership admin charges an administration fee of \$75.00 to cancel a membership due to permanent sickness or physical incapacity 1.

How much is the rejection fee?	Given response - The rejection fee is \$55.80 1.
Rejection Fee	Given response - The rejection fee for a rejected payment is \$9.00 1.
What time is the direct debit processed?	Given response - Direct debits are processed before 10am each Thursday 123.
When do we get the payment results?	Given response - Based on the provided information
Why was payment unsuccessful?	Given response - Based on the provided sources
Can we stop a payment?	Given response - Based on the provided sources
Can we stop a direct debit?	Given response - Based on the provided sources
Can we stop a member's payment from being processed on the next direct debit?	Given response - Yes
What is the latest time a member can pay online before the direct debit	Given response - Based on the provided sources
How to raise a credit note	Given response - To raise a credit note in Exerp
How to raise an invoice	Given response - To raise an invoice in Exerp
How do i set up a cancellation fee on a payment plan	Given response - To set up a cancellation fee on a payment plan in Exerp
How do I check if a member has been referred to an external collection agency?	Given response - Based on the provided sources
which external debt collection agency has the member been referred to?	Given response - Based on the provided sources
Can a member with external debt rejoin?	Given response - Based on the provided sources
How does a member make payment of debt that has been referred to an external collection team?	Given response - Based on the provided sources
How do I explain the freeze gap payment to a member?	Given response - To explain the freeze gap payment to a member
Can members pay for their membership fees in advance?	Given response - Yes
How would a member make payment of her debt online?	Given response- To make payment of her debt online
How can a member update her payment details online?	Given response - To update payment details online
How do i freeze a membership	Given response - To freeze a membership
Where do I refer a member who wants to make a complaint	Given response - If a member wants to make a complaint
Can i take payment in club for a member with external debt	Given response - Based on the provided sources

How do I apply a payment to the external debt account	Given response - Based on the provided sources
How do I find out what radio station has been used to promote campaigns for my club?	To find out what radio station has been used to promote campaigns for your club
What media channels are being used for this months campaign?	To find out what radio station has been used to promote campaigns for your club
Who do I contact for help with Google Listings?	Please reach out to the Front- End Website Designer
What is included in the Annual Marketing Rebate	Current answer: According to the provided sources
Who do I contact if I appear in a network video and I don't want to be?	If you signed a video/media release form during the shoot day
What does the video/ media release form say?	I authorise Fernwood Women's Health Clubs Pty Ltd; trading as Fernwood Fitness to use my content and/or experience in marketing and promotional material including:
When I sign the video/ media release form	what platforms and content may the videos feature in?
How do i go about acquiring consent from our members for social media and video purposes?	Corrent Answer.
Can i film members in the gym and put it on social media?	It is important to obtain proper consent from any featured members in videos before taking photos
Q. How do I make a request for external & Internal signage?	A. Fill out the Club Signage Request Form from(Fernwood Sharepoint/ Marketing) and send with relevant photos of each space to the Club Upgrades Manager <a href="mailto:mark.adams@fernwoodfitness.com.au">mark.adams@fernwoodfitness.com.au</a>
Q. Where can I find the latest version of the brand book?	A. The latest version of the Fernwood Brand Book is available from (Fernwood Sharepoint/ Marketing) for download.
Q. What is the process for ordering signage for my club?	A.
Q. What is the process for ordering the merchandise stand?	A.
Q. What are Fernwood's brand colours?	A.
Q. What are Fernwood's wall and ceiling brand colours?	A.
Q. What is the process for ordering the Fernwood safety station artwork?	A.
Q. Who is Fernwood's recommended supplier for lighting?	A.
Q. Who is Fernwood's recommended supplier for signage?	A.



Q. Is Fernwood's signage located on Canva?

A. Fernwood branded signage is not available on Canva and can only be approved and released for installation through the Fernwood Brand and Upgrades Manager.