**Membership**

**How much is the rejection fee?**

Members are direct debited fortnightly and if a payment is unsuccessful a $15 rejection fee is charged.

**How much is the freeze fee?**

Members can freeze their membership for a minimum of 2 weeks and up to 8 weeks in a 12 month period. The freeze fee charged is $5 per week.

**Franchising and Leasing**

**Who do I contact if I want to open a Fernwood?**

If you want to purchase or open a Fernwood club please contact our Franchise Team via [franchising@fernwoodfitness.com.au](mailto:franchising@fernwoodfitness.com.au). They will be able to provide more information and guide you through the process.

**Who do I speak to about leasing with Fernwood? Or questions about my lease?**

You can contact Danielle Brown on [danielle.brown@fernwoodfitness.com.au](mailto:danielle.brown@fernwoodfitness.com.au) or 03 9630 8811.

Danielle will be able to assist with queries regarding your lease end date, maintenance issues, including who is responsible for repairs such as a leaking roof or air conditioning repairs.

**Who do I contact if I have a question about my franchise agreement?**

You can contract our franchise development manager Mel Mel on [mel.male@fernwoodfitness.com.au](mailto:mel.male@fernwoodfitness.com.au) or 03 9630 8826 as well as Danielle Brown on [danielle.brown@fernwoodfitness.com.au](mailto:danielle.brown@fernwoodfitness.com.au) or 03 9630 8811.

**Hypoxi**

**How do I buy a Hypoxi machine?**

If you are interested in purchasing a Hypoxi machine please email [support@hypoxi.com.au](mailto:support@hypoxi.com.au) with details about the type of machine you would like to purchase, and the team will be able to guide you through the process.

**Exerp**

**How do I raise a credit note?**

The process of raising a credit note in Exerp , follow these steps:

1. Open up the member's profile in Exerp.

2. Select the Account tab.

3. Select Credit Note.

4. It will auto-select 'Free Credit note', then select Next.

5. Select New Credit Line.

6. In the Credit Product field, look up or type in the correct revenue type to match the reason for the credit ie select 'Membership Fee' if you are crediting membership fees, select ‘Onboarding’ if you are crediting onboarding fees etc.

7. In the Cancel Type field, select 'Wrong Sale'.

8. Enter the credit amount.

9. In the Credit Line field, type a short description that describes the credit.

10. In the Reason field, select the reason for the credit.

11. Select OK.

12. Select Next.

13. Enter a short description in the header text field, this will appear in the payment account.

14. Enter the reason for the credit note, type a short description which can be the same as the header text field.

15. Select Next.

16. Review the summary and select Next.

17. In the Payout window, select 'Leave at customer's account'.

18. Select Finish.

**Marketing**

**Where can I find campaign content for social media for the next month?**

To find social media content for next month's campaign, you can follow the Fernwood National Marketing Calendar. The marketing calendar provides direction on monthly campaign planning and monthly social media themes to focus on each month, such as reformer, group fitness, or personal training. You can also check out the Fernwood page for Canva to find images, videos, and static designs to post on your social media pages to promote the monthly marketing campaigns. The National Marketing Calendar can be found on the intranet under the marketing department by clicking on the quick link Marketing Calendar.

**Where can the National Marketing Calendar be found?**

The National Marketing Calendar can be found on the intranet under the marketing department by clicking on the quick link Marketing Calendar.

**Who do I contact about social media videos?**

The best person to contact regarding social media videos is the National Content and Social Media Manager, Kitty Robinson, and can be contacted on [kitty.robinson@fernwoodfitness.com.au](mailto:kitty.robinson@fernwoodfitness.com.au).

**Can I have some video ideas for my social pages?**

Here are some video ideas for social media:

1. Member Testimonials: Create videos featuring testimonials from satisfied members who have achieved their health and fitness goals at your club. Highlight their success stories and how Fernwood Fitness has helped them.

2. Workout Demonstrations: Share videos demonstrating different workout routines and exercises that can be done at your club. Show variations for different fitness levels and provide tips for proper form and technique.

3. Healthy Recipe Tutorials: Create videos showcasing healthy and delicious recipes that align with the club's wellness focus. Include step-by-step instructions and highlight the nutritional benefits of each dish.

4. Fitness Challenges: Engage your audience by creating fitness challenges and sharing videos of participants completing the challenges. Encourage members to join in and share their progress.

5. Behind-the-Scenes: Give your audience a glimpse behind the scenes of your club. Show the trainers, staff, and members in action, creating a sense of community and camaraderie.

6. Educational Content: Share informative videos that provide fitness tips, nutrition advice, and wellness insights. Focus on topics that are relevant to your target audience and offer valuable information.

7. Trending Content & Fitness Trends: Keep up with the latest social media trends by creating fitness content that taps into popular challenges, viral exercises, or trending audio. Whether it’s a viral dance routine adapted for cardio, a trending fitness hack, or a popular audio clip synced with gym content, these posts can help attract a wider audience. Encourage members to join in on trending challenges, and showcase how Fernwood puts its unique twist on what’s popular in the fitness space.

Remember to follow the guidelines provided in the Fernwood Social Media Brand Guide, such as using health and fitness hashtags, adding personality with emojis, and tagging staff and members in your posts. Additionally, you can take inspiration from the best-performing national video feed posts mentioned in the Quarterly Report, such as testimonials, workout videos, and educational content.

**Who do I contact about the shoot taking place in my club?**

The best person to contact regarding NSO shoots in clubs, is Creative Lead, Janina Roque. Their contact email is janina.roque@fernwoodfitness.com.au.