

# TOTAL PLAYER PROGRAM

## F R E Q U E N T L Y   A S K E D   Q U E S T I O N S

To help ensure that your family has a great experience this offseason, we want to share some tips and information about the Total Player Program, scheduling, and billing. Families can begin reserving their class spots at **9am on Monday, October 16, 2023**.

The 2023-24 schedule is currently available for you to view on MindBody [here](#), or on the MASH App, under the Baseball Class tab (select a date after October 31st on the calendar). When the schedule opens on October 16th, you will see "Sign Up Now" buttons next to the classes to reserve your training spot. Although we will offer Total Player classes seven days a week, the majority of these classes will be offered on Friday, Saturday and Sundays in November and December. We will be adding more weekday training options, and catching and fielding classes once we get into our **new Savage Campus on January 1st (6510 130th Street, Savage, MN 55378)**.

### **MINDBODY ACCOUNT**

All families have a MindBody account with MASH. We use MindBody to schedule classes and for billing purposes. To log into MindBody, please click [here](#). We also have an APP – search **MASH Athletics** in the APP Store on your mobile device. If you have more than one account for your family, make sure you are logging into the account you used to purchase the membership when scheduling classes. If you are logging into the wrong account and you try to register for a class, the system will ask you to pay for each class. You **should not have to pay when registering for a baseball class if you are on a Total Player membership**.

If you have multiple players and created a Family Account with MASH, you will be able to schedule and manage your family members using the MASH App by toggling between players in the upper right-hand corner of the App.

If you had a MASH account prior to March, 2023, and do not have a Family Account feature already set up, you will have to continue to log in and out of each player's account using each player's unique email address to schedule their classes. MindBody is currently working on a solution for families unable to create a Family Account. Once this feature becomes available for Families, we will reach out with information on creating a Family Account.

### **CLASS SCHEDULING**

Classes begin on November 1st and the schedule will open for families to reserve class times on **October 16th at 9am**. We use a 30-day rolling window for scheduling class spots. On October 16th, families will be able to schedule class spots from November 1st to November 15th. Each day at 12:01am, a new day on the schedule opens for registration.

Please don't hesitate to use a wait list. If a class is full, add your player to the wait list. Because families schedule 30 days in advance, they will occasionally have to cancel a class spot. If you get into a class from a wait list, you will receive an email from MindBody. You will automatically be enrolled in the class and there is nothing more you need to do. If you no longer wish to be in the class, simply cancel your spot. To cancel a class, log into your MindBody account, proceed to the MY SCHEDULE tab and click on "early cancel."

**We accept cancellations up to 12 hours before a class begins. If you cancel within the 12-hour window, you will lose the class. In cases of emergency (i.e., illness), please contact us by phone/text at (952)454-8641 or email [info@mnmarsh.com](mailto:info@mnmarsh.com).**

## **BILLING**

The Total Player Program requires a minimum of a **5-month commitment**. Memberships will automatically renew on the **1st of each month**. Memberships will continue to June 30th unless you send us an email [info@mnmash.com](mailto:info@mnmash.com) or call **(952)454-8641** to cancel your membership. Please contact us before the 1st of the month. Refunds will not be available.

If your credit card information needs updating during the offseason due to fraud or expiration, please proceed to the [MY INFO](#) tab on your MindBody account and edit your payment information. **You cannot update payment information on the APP.**

## **UNPAID CLASSES**

By allowing families to schedule classes in advance of payment, you will be able to register and attend more classes than your membership level. It is up to you to **keep track** of your classes. For example, if you have a 5 class/month membership, you have from November 1st – \_November 30th to use the 5 classes. If you take 6 classes during that time, we will charge your account for the extra class. We will notify you before charging your account for the extra class(es) by email.

If you are unable to use all of your classes in a month, they will carry over to the next month for up to a year.

Please do not schedule more classes than your membership level. For example, in the past, families with an 8 class/mo membership have reserved 12-13 class spots and then have canceled those extra class spots right before the 12-hour deadline. This causes a lot of frustration for other members. Please be courteous with your scheduling. We will contact you if we notice that this is an ongoing issue.

## **TOTAL PLAYER CLASSES**

Your Total Player Membership will allow you to register for hitting, fielding, catching and/or pitching classes. **We will not be offering TPP Fielding or Catching classes until January 1st.**

The schedule will show Varsity and Youth classes. Varsity classes are for players age 14 and older. Youth classes are for players age 13 and under. Please stay within your age group when scheduling classes.

## **WHAT TO WEAR/BRING**

Players should wear loose, athletic clothing to classes, including **clean, dry tennis shoes**. We do have lockers and hooks for players to hang coats and backpacks.

Pitchers and fielders, bring your glove. Hitters bring your bat, batting gloves, and helmet. Catchers, If you have your catcher's gear, please bring it; otherwise, we do have extra catcher's gear for players to borrow in Total Player Catching classes.

## **PARENTS**

Parents are not allowed back in the cages during classes for safety reasons. If you would like feedback from your son's coach on his training, please reach out to [info@mnmash.com](mailto:info@mnmash.com) and we can connect you with a coach.

## **INCLEMENT WEATHER**

In case of inclement weather, we will post closings and class cancellations on social media – Instagram, Twitter, Facebook. We rarely close or cancel classes. If you do not feel it is safe for you or your son to drive to the facility, please don't hesitate to email us at [info@mnmash.com](mailto:info@mnmash.com).

We hope that you find this information helpful! Please let us know if you have any questions throughout the offseason. The best way to reach us is at [info@mnmash.com](mailto:info@mnmash.com).