

# TOTAL PLAYER PROGRAM

## FREQUENTLY ASKED QUESTIONS

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 20, 2025.**

The 2025-26 schedule will be available for you to view on MindBody by October 13th, and on the MASH App, under the Softball Class tab (select a date after November 3rd on the calendar). When the schedule opens on October 20th, you will see "Sign Up Now" buttons next to the classes to reserve your training spot.

### 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 softball class if you are on a Total Player Program 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 using the down arrow and dropdown menu.

### CLASS SCHEDULING

Classes begin on November 3rd and the schedule will open for families to reserve class times on October 20th at 9am. We use a 30-day rolling window for scheduling class spots. On October 20th, families will be able to schedule class spots from November 3rd to November 19th. Each day at 12:01am, a new day on the schedule opens for registration.

Please don't hesitate to use a waitlist. If a class is full, add your player to the waitlist. Because families schedule 30 days in advance, they will occasionally have to cancel a class spot. If you get into a class from a waitlist, 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 cancelations 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 email [info@mnmarsh.com](mailto:info@mnmarsh.com).**

## **BILLING**

Total Player Memberships will automatically renew on the 1st of each month. Memberships will continue to June 30th unless you send us an email [info@mnmarsh.com](mailto:info@mnmarsh.com) 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 in a browser 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 six months.

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 Membership will allow you to register for hitting, fielding, catching, pitching and TPP strength classes. Players can attend back-to-back 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.

## **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 us at [info@mnmarsh.com](mailto:info@mnmarsh.com).

## **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@mnmarsh.com](mailto:info@mnmarsh.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@mnmarsh.com](mailto:info@mnmarsh.com).