Total Player Program

FREQUENTLY ASKED QUESTIONS

To help ensure that your family has a great experience, we want to share some tips and information about the Total Player Program, scheduling, and billing.

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 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

We use a 30-day rolling window for scheduling class spots. 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 or text message from MindBody. 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@mnmash.com.

BILLING

Total Player Memberships will automatically renew on the 1st of each month. Memberships will continue for up to 8 months unless you send us an email **info@mnmash.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.**