



HELP AND FAQ'S

Not finding what you're looking for? We're here to help! You can reach us by emailing info@tagalong.pro. We'll get back to you within 24 hours.

In the meantime, here's some information you may find useful. For answers to Frequently Asked Questions not addressed on this page, visit our website: www.tagalongwithapro.com.

FAQ's:

- **Where can I find a list of all of the Pros on the Platform?**
 - Simply go to the MAP page of the app and tap on the FILTER ICON on the upper left hand corner of the screen. There you can browse Pros by list or map view. You can even filter by sport.
- **Can I work with a Pro who is not near me?**
 - Of course! That's the beauty of TAGALONG - you're not limited by location. You can train with a pro in-person or virtually or they can create a customized plan for you wherever you are. Because our Pros are actively training and competing, they tend to move around. Regardless of where they are, we can help you connect. Go to the MAP page and tap on the FILTER ICON on the upper left hand of the screen to see where Pros are located and learn more about them.
- **Are the prices negotiable? Why do some of the prices vary from Pro to Pro?**
 - Typical prices are as follows:
 - 4 week training plan - \$200
 - 15 min Consult call - \$20
 - 45 min In Person Session - \$120
 - 45 min Virtual Session - \$75

That said, Pros are able to set the price point they are willing to accept for their services. Prices may vary based on a Pro's experience and the overall demand for their training time. If you see a Pro you would like to work with and are not comfortable with their suggested price, you're free to message the pro to offer a different rate. They are free to accept or decline. Tagalong does not set a fixed price for services. It is completely up to the Pro and the athlete to agree upon.

- **I'm trying to message a Pro but the app is not letting me. What am I doing wrong?**
 - You're not doing anything wrong. In fact, you're doing everything right! The first step to connecting is to make an offer, Start by making an offer for a 15 minute

consultation call with the Pro of your choice. This will allow you to message the Pro directly.

- **Is Tagalong good for student athletes? If so, how?**

- Tagalong helps student athletes gain a winning edge on their competition. Who better to guide you in your sport than someone who excels in it themselves? With parental consent, students aged 13 and up can pair with a Pro to supplement their school or club training. Pros can work with students one-one one to help analyze their form and give specific personalized tips on how to improve. They can create customized workouts and drills or help correct deficiencies identified by a coach that may not be addressed in their school/club group environment. Since many of Tagalong's Pros have coached on a high school or college level, they are well versed in the college recruiting process and can also mentor students who are looking to eventually compete on a higher level. A parent or legal guardian may download the app on their child's phone, provide their own information, and then select "for someone else" to provide information about the minor and give consent for them to access the Service.

- **I'm recovering from an injury. Can I still workout safely with Tagalong?**

- Yes, you can. Part of the Tagalong registration process asks you to identify any injuries you may have had or issues you are looking to overcome. Once a Pro is made aware of your limitations, they can design a workout to not only avoid reinjury, but also help you regain strength and mobility. Having spent a good part of their life in their sport, Pro athletes are no strangers to injury themselves. They know what you are going through and will help support you emotionally as well as physically.

- **What do I do if the pro I want to workout/train with is fully booked?**

- With over 100 Pro athletes on the platform to choose from, if the Pro you hope to train with is booked, there is always another Pro to consider. In fact, you may find it helpful to workout with different Pros, as each athlete can bring something new to the process. If you're not sure who to train with as an alternate, just give us a shout - we're here to guide you. We'll take your interests and personality into consideration to help connect you with someone who will be a great fit as your training partner.

- **What do I do if I don't have access to a gym or the right equipment?**

- Your initial consultation call with your pro will help them access what tools you have available. When creating your training plan, they can work with what you have and also suggest some key items you may wish to purchase in order to maximize your workout.

- **How long will it take for me to see results?**

- It all depends on where you're starting and what you're looking to achieve. You can always vary your plan as needed. For example, if you have a training plan from a Pro, consider adding an in-person workout session to help you advance. Already working out in-person? Maybe add an extra session or two with your Pro or consider working out with a different Pro on the platform to vary your experience. In the end, your workouts are going to be based on how hard you

want to train and how your body feels. Every person and every body is different. Because Tagalong is user specific, how soon each individual will see results will vary.

- **Can I train virtually with a group of friends (other members of my household) at the same time with a pro and does that affect the price?**
 - Absolutely! You and your friends or family can train together at the same time virtually with a Pro. We want your workouts to be fun as well as challenging. If having a friend there to push you or make you feel more comfortable, that's no problem. We just ask that you are upfront about the number of people attending when you go to book a session so the Pro knows what to expect and how to best structure the workout. The price will vary depending on the number of people and the particular Pro. Tagalong pros set their suggested price range based on a one-to-one ratio. A multi-athlete rate can easily be negotiated through the app's messaging feature.
- **Are Tagalong Pros available to speak to clubs/organizations or groups?**
 - You can easily find and hire a Tagalong Pro to speak to your club/organization or group, either in-person or virtually. Pricing can be negotiated based on the time, location and size of the group to be addressed. Common examples of group engagements include: hiring an Olympian to come speak to your team and share their story as part of a training camp or at an awards night; booking a group workout session for your staff as part of a team building or wellness experience; providing expert assistance to self-organized adult sporting leagues that do not have a trainer or coach. Simply message a Pro through the message feature of the app (upper left hand corner) to open a dialogue about speaking engagements.
- **Can a Tagalong pro actually race alongside me & if so, how would that work?**
 - Yes! That's one of the coolest parts of TAGALONG! Imagine having an Olympic level athlete by your side in a competition to cheer you on and keep you on pace to achieve your desired time. Start with a 15 minute consultation call with the Pro of your choice to see what can be arranged. All details about the event (location, cost, transportation, etc.) can be worked out directly between you and your Pro.
- **What happens if I miss a scheduled training session or call?**
 - Please see the Cancellation and Rescheduling Topic below.
- **What happens if my pro misses a scheduled training session or call?**
 - Please see the Cancellation and Rescheduling Topic below.
- **I want to train in person, not virtually, but there are no pros near me in my sport. Now what?**
 - Give us a shout and we'll do our best to get you connected with someone near you. Our Pros are actively training and competing and may be in your area even if it's not reflected on the app. Email us at info@tagalong.pro
- **There aren't any pros in my sport on the platform. Will you be adding more Pros and can I request a sport be added?**
 - New Pros in a variety of sports are actively joining the TAGALONG community, so please check our app often for updates. Don't see your sport on our

Platform? Keep in mind that while our Pros choose to focus on a particular sport, many are experienced in multiple sports. We may already have the right person for you. Email us at info@tagalong.pro with your interests and goals and we will see what we can do to help meet your needs.

- **Do you have videos that explain the drills in my training plan?**
 - We are constantly adding new articles and videos on the app to help further your training and fitness education including videos on how to perform certain drills. Please check the NEWS feed regularly for updates.

OTHER GENERAL TOPICS

1. Cancelling and Rescheduling
2. Referral Reward Program
3. Ability to Reach a Pro

CANCELLING AND RESCHEDULING

Tagalong recognizes that your time is valuable. We understand that situations can arise, sometimes very last minute, that may require you to modify or cancel your training session. At Tagalong, we believe that good communication is key. In order to help both Athletes and Pros minimize wasted time and maximize success, we respectfully ask that you adhere to the following cancellation terms so that we may schedule appropriately:

- In-Person Training Sessions
 - Notice must be given to Info@tagalong.pro **at least 12 hours prior** to the scheduled start time of your session.
 - 50% of the session fee will be charged for any cancellation not made within the required time period.
 - Cancellations or modifications made more than 12 hours prior to your session will incur no fee and your payment can be held for application to a future session. Otherwise a refund will be given.
- Virtual Training Sessions & Consultation Calls
 - Notice must be given to Info@tagalong.pro **at least 3 hours prior** to the scheduled start time of your session.
 - 50% of the session fee will be charged for any cancellation not made within the required time period
 - Cancellations or modifications made more than 3 hours prior to your session or call will incur no fee and your payment can be held for application to a future session. Otherwise a refund will be given.
- Training Plan
 - For recurring monthly plans, notice must be given to info@tagalong.pro **at least 3 days prior** to the end of the cycle.

Tagalong holds its Pros to the same scheduling standards as its Athletes. Should a Pro need to cancel or modify a session, we ask that they give you appropriate notice as outlined above. Should they fail to do so, you will be issued a full refund.

REFERRAL REWARDS PROGRAM

Tagalong's core purpose is to "Connect Athletes to Improve Together." Our *Tag-Team Referral Program* is designed to encourage you to "tag" or connect others with our platform so that both you and the athletes you refer can improve and grow in your sport.

Take advantage of multiple ways to receive rewards.

- Refer another athlete to book a Session and you'll both save.
 - When they book, they'll receive 25% off their 1st Session
 - You'll receive 25% off your next Session (*of equal value*)
- Organize a group workout and receive multiple discounts.
 - Add 1 additional person for only \$20 more *plus receive* \$20 off your next individual training Session
 - Add 2 additional people for only \$30 more *plus receive* \$20 off your next individual training Session
 - Add 3 additional people for only \$40 more *plus receive* \$20 off your next individual training Session
- Post a review on Google or Apple iOS for a complimentary consultation.
 - Receive a free 20 minute training consult call/check in with one of our In-House Pros upon proof of a submitted review
- 5 Social Media posts gets you gear!
 - Receive free Tagalong swag after proof of 5 posts about your Tagalong experience on your Facebook, Instagram or LinkedIn accounts
 - Tag us in your post
 - Talk about your custom training
 - Encourage others to like/follow Tagalong
 - Include the hashtags #tagalong, #tagalongtrainingsessions, #trainwithapro, #trainwiththebest

ABILITY TO REACH A PRO

Once you have made an offer to a Pro, you should hear back from them within 24 hours of your offer. Please note that Tagalong Pros are athletes in active training and may not immediately see offers made to them. Should you not receive a response within 24 hours, please message our team at info@tagalong.pro for further assistance. We will be happy to help you.