

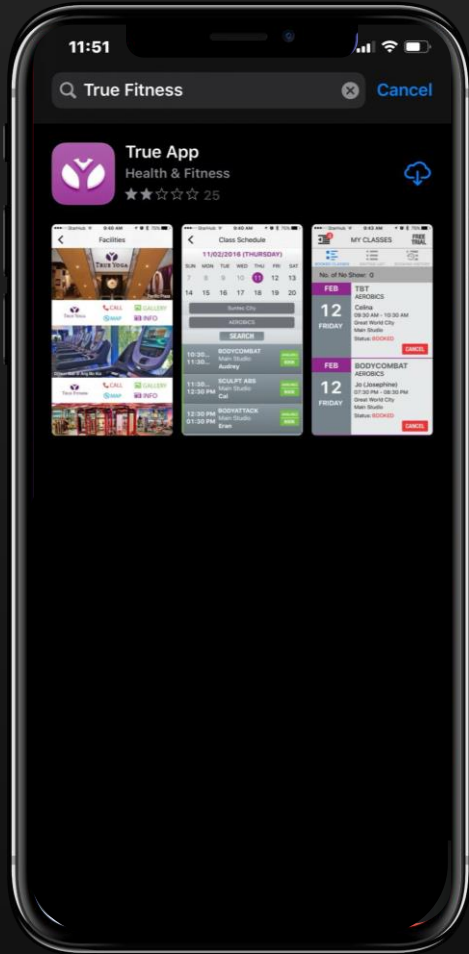


Members' Guide

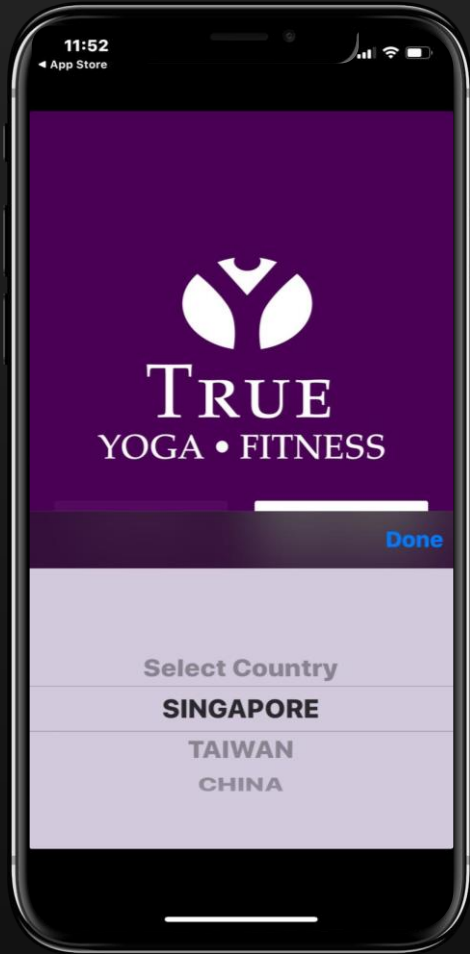
True App – Download, Installation & Login Process



True App – Download, Installation & Log-in Steps



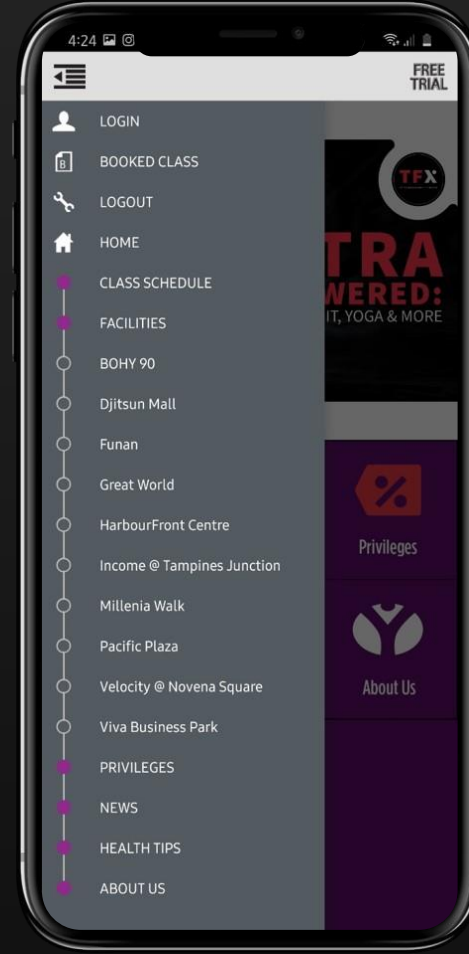
Search 01
Search, Select & Download
'True App' from your
Apple App / Google Play Store



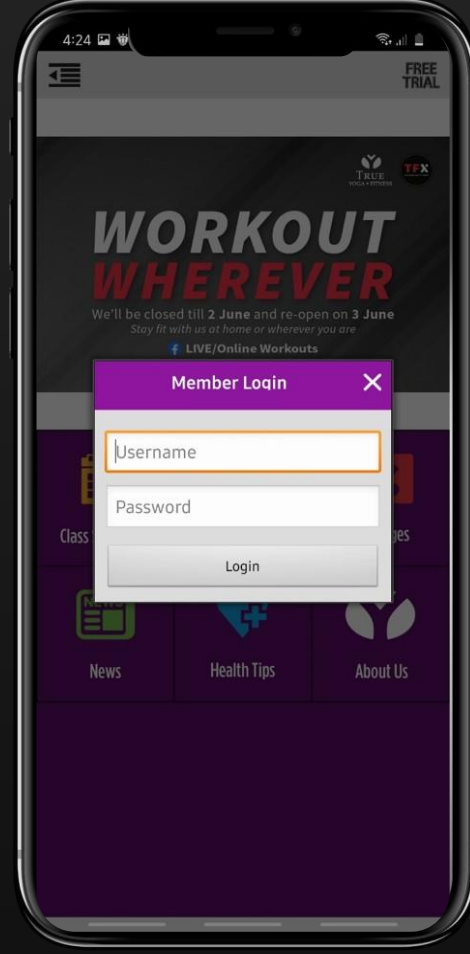
Location 02
Select Country
Singapore



Dropdown Menu 03
Located at Top Left corner



Dropdown Menu 04
Select 'Log-in' Function



Log-in your Account 05
Input your
Username & Password

How do I obtain my USERNAME and PASSWORD?

Option 1:

Refer to your Membership Documentation where Username and Password can be found on **Page 3 of the document** (next to your interim Membership Card).

Option 2:

Scan this QR Code to a 'Forgot Password' page and follow instructions for log-in password.



Option 3:

Write to us at operations@truefitness.com.sg and we shall assist you accordingly.

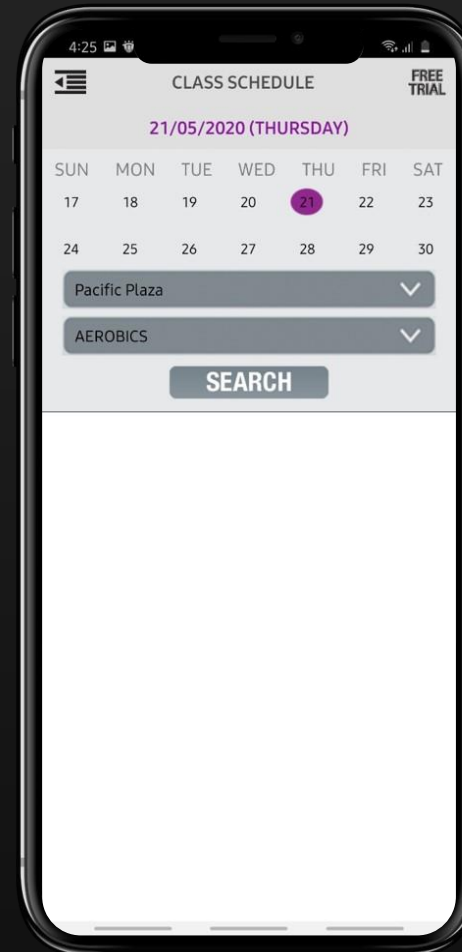
Option 4:

Call your favorite True Fitness or TFX Centre where our friendly Member Relations Executives will assist you.



Booking of Gym Time or Classes 07

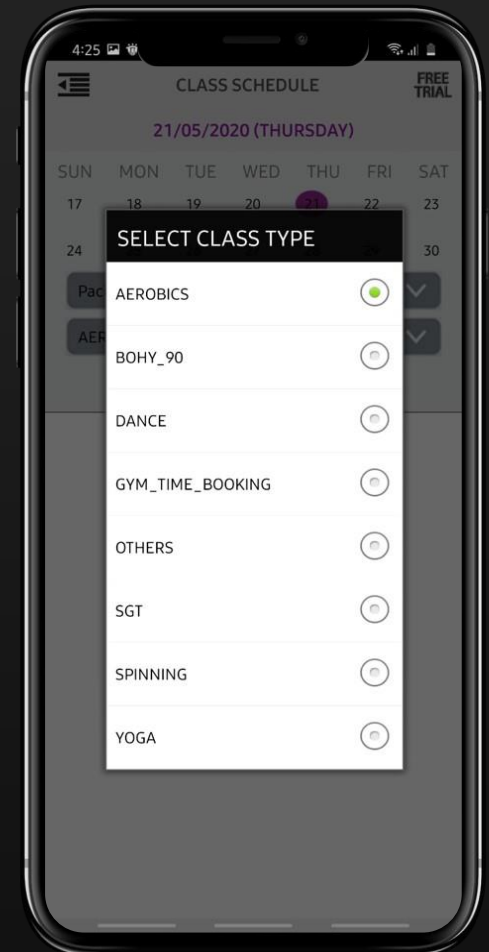
Click 'Class Schedules'
Bookings are allowed **up to 72 hours** prior to desired Gym or Class Timings



Select Date & Centre 08

Select Gym Time or Class Type 09

Click 'SEARCH' to complete booking



NOTE : You are required to make only one (1) booking per day for either 'Gym Time' or 'A Class'. There is **NO NEED** to book for both slots on the same day of visit.

Helpline for Log-in Details 06

Four (4) options available to locate password or seek assistance

With effect from 1 Sept 2020

No-Show Policy

If you are unable to attend a booked Class/Gym Time, please cancel your booking to allow other members to utilize our facilities.

Note : If you are absent from three (3) of your booked sessions, you will be blocked from making bookings for seven (7) days.

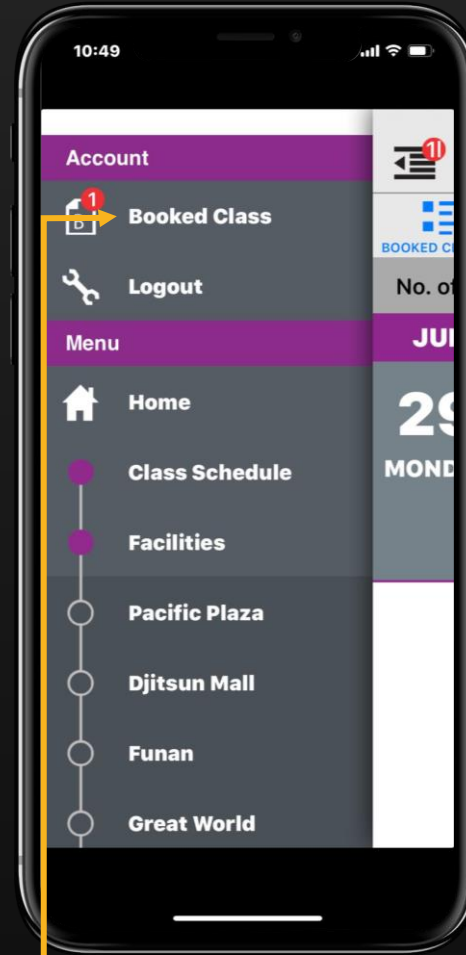
Alternatively, you can pay a S\$25/- penalty fee to unlock this block.

When to CANCEL my booking?

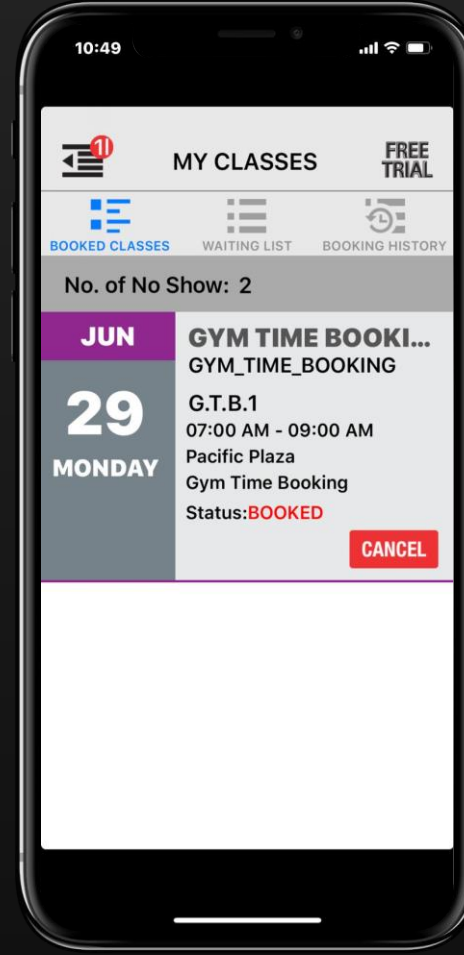
- ✓ Online cancellation will close **2 hours** prior to session commencement (please refer to the following illustrations).
- ✓ Session cancellation via phone call / centre reception must be done **2 hours** prior to session commencement.



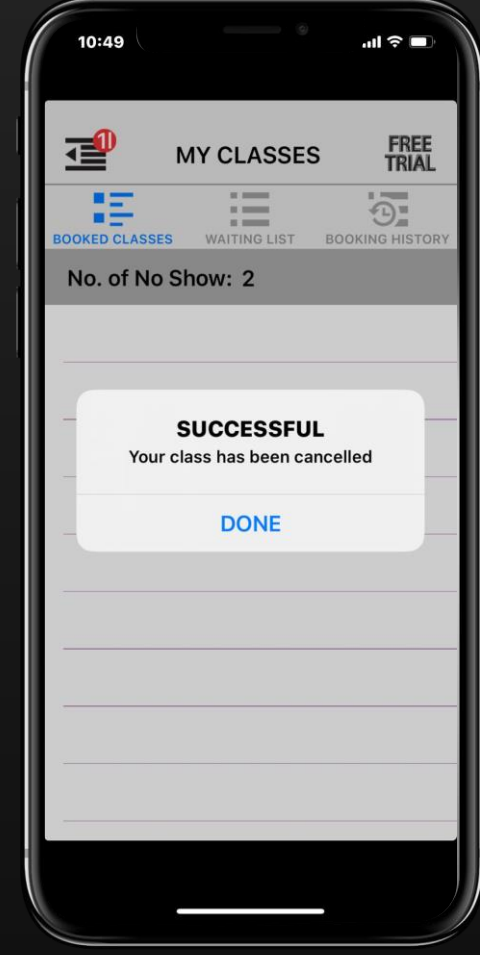
Dropdown Menu **01**
Located at Top Left corner



Cancellation of Gym Time or Class **02**
Click 'Booked Class'



Select Gym Time or Class **03**
Click **CANCEL**



Cancellation Done **04**