

Heroes Martial Arts GymDesk App



With Heroes Martial Arts expanding to four locations, a dozen instructors and hundred of students we have finally found it necessary to institute a check in system and policy.

Heroes Martial Arts allows students to train at any of our locations (currently downtown San Jose, East Side San Jose, Campbell and Los Gatos) for our Brazilian Jiu Jitsu Programs. Our Kickboxing Boot Camps and any future seminars are separate memberships and/or fees.

Heroes Martial Arts has proudly partnered with Gymdesk for our Membership Management Software. Students have an option of managing their membership information, booking classes and seeing member only content through the Gymdesk Web Portal or the Gymdesk App

Download the Gymdesk App now!

For Iphones: <https://apps.apple.com/gb/app/gymdesk-members-app/id6443918014>

For Android Users <https://play.google.com/store/apps/details?id=com.gymdesk.mobile>

Browser Login: <https://heroesmartialarts.gymdesk.com/login>

Check in Process with Kiosk

Kiosks are at each Heroes Martial Arts Location.

For members: Check in to using the Kiosk can be accomplished by three methods:

1. Look Up by Name: Gymdesk should be able to find your name after entering the first few letters of your name
2. Look Up by Check in Code: Gym Desk gives members a unique four digit check in code
3. QR Code on Virtual Membership Card. The Gymdesk App has a virtual membership card with a QR Code that be scanned at Kiosk.

For visitors: All visitors to Heroes Martial Arts are required to have a waiver on file, no exceptions. Day Passes can be purchased from the Kiosk in single or packs of 10. Checking in with your Day Pass will use a session which is good for any classes on the remainder of the day.

After confirming your membership at Kiosk, you can check into the classes attended. If planning on attending more than one class (ie: 5PM then the 6:30PM class) both classes may be checked into simultaneously.

GymDesk App or Portal

Booking using App

Members can book classes in advance using the Gymdesk App or Portal. Booking in advance helps the instructor prepare for a class (gives advance notification on who is attending class), and allows Heroes to message you directly if emergency substitutions or changes have happened before the class.

After booking a class through the members Gymdesk portal or App it is NOT required to check in the kiosk.

Membership Card

GymDesk provides a virtual membership card which includes your name, date joined (entered into Gymdesk) and QR code for check in process.

There is a not a plan or physical membership cards at this time.

Billing

Shows current membership, tuition and billing dates. Please note that cancellations, freeze or alterations to membership must be requested through Contact Us on the Gymdesk App or Portal, or be emailing service@heroesma.com

Payment Methods

Allows to add or update your credit card information, and select the default method for payments.

Attendance

You can track your hours attended at Heroes Martial Arts. Gymdesk even track class hours by belt rank! Note that while many students find tracking their attendance useful for their own records and notes, belt promotion at Heroes is not based on attendance minimums or maximums.

Videos

Member exclusive content, including the full Fundamentals programs is available in this section.

Documents

Corresponding documents related to your membership, including trial agreements, waivers etc are stored here.

Ranks

Students can track their ranks, both current and past along with the dates awarded through the Gymdesk App or Portal. Neat feature! Note that ranks cannot be changed or removed once added through the member app or portal.

Contact

All written correspondence through the Gymdesk App between Student and Heroes is tracked through this section.

Call sends a message to the Heroes Martial Arts call Center, who then alerts the Heroes Martial Arts staff to the message. Other than simple contact requests, it is not recommended to handle to go through the Call Center for urgent matters or detailed information.

Message goes directly to Heroes Martial Arts support staff, who can handle detailed inquiries, freeze and cancellation requests and will respond in 24 hours or less (usually much sooner). A record of correspondence is tracked in this section. This is the recommended way of handling communication with Heroes for members.

Freeze and Cancellation Policy

Heroes Martial Arts has no contracts, and a membership can be frozen or cancelled for any reason with at least 24 hours notice before the next billing cycle.

Freezes and Cancellations must be requested through Contact Us on the Gymdesk App or Portal, or be emailing service@heroesma.com

Freeze- A Freeze can be requested for any reason for up to and including 3 month increments. A freeze will automatically resume at the time requested or after 3 month. If the Freeze return is different from the Billing Date, then the amount due will be prorated at the next billing cycle with deductions for the time taken off. If more than 3 months is needed, the Freeze can be updated in up to 3 month increments at any time.

Heroes Martial Arts has always maintained the same rate for students who continuously pay their tuition in good standing without raising to current rates. Freezing your account protects your tuition rate from potential future price increases.

Cancellation- Cancels your Heroes Martial Arts membership and tuition from all future payments. Requests must be made 24 hours prior to your billing due date. Membership are prepaid in advance and good for the time allotted after cancellation until the expiration of membership. No refunds will be given for cancellation requests made after the 24 period. Membership signups after cancellation will be subject to current tuition rates

REFERRAL PROGRAM

Current students who refer a friend to Heroes Martial Arts receive a \$50 credit towards tuition for each student referred!

1. Refer a friend to Heroes Martial Arts.
2. When your friend signs up under the section "How did you Hear about us?" have them Select Referral from the Drop down menu, and then enter your name.
3. If your friend signs up for a membership (Adult or Youth) at Heroes Martial Arts, you will receive a \$50 credit for your next tuition.

You can gain unlimited credits this way by bringing your friends to Heroes, and you get the benefit of training with your friends!