

EMD UK Virtual Instructor Platform Q&A

1. Is the platform really free?

Mainly. EMD UK are the not for profit national governing body for group exercise. We have teamed up with Fisikal to provide instructors with a digital platform where they can continue to run their classes through this difficult time and beyond. Fisikal are not charging a license fee for the product. The only charge is for payment processing via Stripe should an instructor charge participant for classes.

2. Why does the platform ask for my card details?

As the normal Fisikal platform is usually chargeable, the system asks for card details, but it does not take any money from the instructor.

3. Is the platform PCI/DSS compliant?

Yes. All payment processors must be to operate within the UK or European Union.

4. I live outside the EU. Can I still use the platform?

You can use this system anywhere around the world.

5. How much does Stripe charge me per booking?

You will be charged a small transaction fee for each booking you have per class via the Stripe payment platform embedded in the site. Transaction fee is whatever Stripe usually charge. This is dependent on where your customers credit card is from and on volume (this can be checked at the stripe website) Stripe usually charge 1.4% + 20p for all UK credit cards. Fisikal adds 1% to this charge. All charges are deducted off the participants payment, so you get all monies nett of charges. So, for example if you charge £5 per participant, you will receive £4.68 or £10 you would receive £9.56.

6. Is there a dashboard where I can reconcile my payments?

Yes, all payments are reconciled in Fisikal. When payments are made through Fisikal they appear automatically. If a trainer is taking payments separately, they will need to add these payments into the client's account. This is very simple and explained in the tutorials.

7. Do I receive my money immediately per booking?

Fisikal enables trainers to sell packages of bookings, this could be one class or 10 for example. When a payment is made, money is directed immediately to the trainer's Stripe account. Please check with Stripe on their batch clearing process this will usually take a few days to reach the trainer's connected bank account, but they will be able to see it in their Stripe account immediately. We recommend trainers download the Stripe App and turn on notifications and then they can see instantly when someone pays.

8. Do I have to use Stripe to take payments on the platform?

Stripe is the recommended payment platform. Stripe enables us to store a secure credit card token for a client, which enables trainers to charge customers as well. If trainers want to configure subscription packages, they must use stripe. It is also possible to use Paypal for individual payments however users must either enter their credit card details each time as a guest or create a paypal profile.

9. I'm already registered with Stripe. Does that make a difference?

Simply login with your current Stripe account.

10. I'm a sports coach and I don't usually charge for my sessions. Do I have to charge people?

No. When registering your classes / sessions on the platform, you can choose the price of each one. You can set the price to zero, so the session is free.

11. What customisable / branding options are there for my page?

You can add your own logo and customise your email templates in settings, imagery for services and coverwall imagery shown in the member app can be customised too.

12. Do participants automatically receive a link to the class when they book?

Yes. Once booked on, your class participants will receive an email containing their booking information, including the date and time of the class along with a link to the video stream. Providing this is enabled in your settings.

13. Can I upload pre-recorded videos onto the platform?

Yes. These can be uploaded into you're my development section of the platform. Here you can choose who should see this and when. You must configure the member app to be able to show the categories of content you would like.

14. Can I monetise my pre-recorded videos?

Yes of course. Please contact support at Fisikal for more assistance with this.

15. Is the live video streaming one-way or two-way?

Live Streaming is one way where customers can view the trainer. We have also enabled trainers to embed a Zoom/Microsoft teams and any other bidirectional meeting provider who publishes a URL to a meeting. Trainers are able to embed this private meeting URL into a booking which can be accessed in the member app so they can join the meeting directly.

16. How do I live stream via YouTube and is there another option if I don't want to use YouTube?

We will be publishing a guide on how to do this over the next few days.

17. I have already registered with BookWhen. Can I use the platform without the payment facility?

Yes, you can use Fisikal however you like but it may confuse customers if you are using multiple products.

18. What is the extra 20p taken from our payments for?

Stripe charge format is a percentage of the transaction plus a fixed amount.

18. How do I receive my class payments?

Class payments will be made to Stripe and then Stripe will batch payments to your bank account. This is described in more detail above.

19. Are we able to offer a trial for instructors before they sign up?

No but its free – so trainers won't have to pay anything and if they don't like it can simply stop using it.

20. Are only qualified instructors / PT's able to create an account on the platform? And if so, do we need to upload our qualifications?

No, you don't have to be qualified to use Fisikal and PTs don't have to upload their qualifications. However. EMD UK and Fisikal strongly advise being qualified in the disciplines you wish to teach, as in messaging to participants we will be advise them to check their instructor is qualified. You must ensure you are insured to be able to provide services digitally and as part of the terms and

conditions of using this platform, there will be spot checks. Should it be proven you are not adequately insured, your account will be closed.

21. How and where do I access the Escape Fitness exercise videos?

Once you sign up for Fisikal we will add the Escape Fitness Exercise Videos for you.

22. How long will access be free? How much will I be charged after that period?

The current agreement is until the end of September. When we get nearer this date, it will be reviewed depending on the then situation with regards to COVID-19 lockdown. Following on from the free period, the monthly subscription charge will be £25 per month for all instructors who have signed up during the free period. This is a 50% discount to the normal Fisikal fee and is fixed permanently at that rate for duration of platform use. All instructors who have signed up for the free period, will be contacted prior to any charges being taken to see if you wish to continue using the platform at the chargeable rate.