

### First Class Check-In

Hey {{user\_first\_name}},

Congrats on crushing your first class at SPINCO! We can't wait to see you back on the bike again soon, so please let our team know if you have any questions or concerns.

The SPINCO {{contact\_name}} Team

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### Gift Card Notification

Hi {{recipient\_name}},

You have received a gift card of {{gift\_card\_value}} {{#if custom\_message}} with a special message just for you:

{{custom\_message}} {{else}}. {{/if}}

This is your gift card redemption code: {{redemption\_code}}

To redeem your gift card, log onto <https://www.spinco.ca/> and enter the redemption code on your account page.

The {{contact\_name}} Team

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### Guest Reservation Cancellation

Your guest reservation for {{class\_name}} on {{class\_full\_date}} at {{class\_time}} has been cancelled.

If you are unsure why this reservation has been cancelled, you may contact us about it at {{contact\_email}}.

The {{contact\_name}} Team

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### Guest Reservation Confirmation

Dear {{user\_first\_name}},

A spot is reserved for your guest in {{class\_name}} {{#if class\_instructors}} with {{class\_instructors}} {{/if}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}.

If this reservation was made in error, please contact us immediately at {{contact\_email}}.

The {{contact\_name}} Team

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### Guest Waitlist Addition

Your guest is on the waitlist for {{class\_name}} {{#if class\_instructors}} with {{class\_instructors}} {{/if}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}!

If a spot becomes available, you will be notified via email.

If you did not intend to make a waitlist reservation for a guest, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**Guest Waitlist Cancellation**

Your guest has been removed from the waitlist for {{class\_name}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}.

If you are unsure why this reservation has been cancelled, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**Guest Waitlist Invitation Upgrade**

Congratulations! You made it off the waitlist.

We will see you on {{class\_month}} {{class\_date}}, {{class\_year}} for {{class\_name}} at {{class\_time}}{{#if class\_instructors}} with {{class\_instructors}}{{/if}}!

If you cannot make it, please contact us immediately at {{contact\_email}}.

The {{contact\_name}} Team

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**Guest Waitlist Upgrade**

Your guest made it off the waitlist!

We will see them on {{class\_month}} {{class\_date}}, {{class\_year}} for {{class\_name}} at {{class\_time}}{{#if class\_instructors}} with {{class\_instructors}}{{/if}}!

If they cannot make it, please contact us immediately at {{contact\_email}}.

The {{contact\_name}} Team

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**Membership Autopay Failure**

Dear {{user\_name}},

We had trouble charging you for your {{membership\_contract\_name}}.

Please update your credit card information on [our web site](#). You can also contact the studio {{#if contact\_phone}}by phone at {{contact\_phone}}{{#if contact\_email}} or email at {{contact\_email}}{{/if}}{{elseif contact\_email}}by email at {{contact\_email}}{{/if}} to update your credit card information, or contact your credit card provider for assistance.

We look forward to sweating with you again soon,

The {{contact\_name}} Team

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**Membership Cancellation**

Dear {{user\_name}},

This email confirms that your membership, {{membership\_contract\_name}}, has been cancelled. We are always here to sweat it out with you - please join us back in the studio soon!

If you have any questions, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**Membership Freeze**

Dear {{user\_name}},

This is an automated message confirming that your SPINCO membership has been frozen.

If you have any questions, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**New Registration**

Hi {{ user\_first\_name }},

Welcome to {{ tenant\_name }}!

The {{contact\_name}} Team

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**Password Reset**

Hey {{ user\_first\_name }},

To reset your SPINCO account password, use this link:

[Reset Password](#)

If you did not request this, please ignore this email.

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**Reservation Cancellation**

Your reservation for {{class\_name}} on {{class\_full\_date}} at {{class\_time}} has been cancelled.

If you are unsure why this reservation has been cancelled, you may contact us about it at {{contact\_email}}.

The {{contact\_name}} Team

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### Reservation Confirmation

Hey {{user\_first\_name}},

Your spot is reserved for {{ class\_name }}{{#if class\_instructors}} with {{class\_instructors}}{{/if}}! We will see you at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}.

Please arrive at the studio 10 minutes before class to ensure you have adequate time to set up your bike.

If you need to cancel this reservation please do so through our website or mobile app. Riders that late cancel and/or no show their reservation will be subject to a penalty. Please review our [Terms & Conditions](#) for more details.

The SPINCO {{contact\_name}} Team

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### Reservation Guest Invitation

Your spot is reserved for {{ class\_name }}{{#if class\_instructors}} with {{class\_instructors}}{{/if}}.

We will see you at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}.

Please arrive at the studio 10 minutes before class to ensure you have adequate time to set up your bike.

If you need to cancel this reservation please do so through our website or mobile app. SPINCO has an 8-hour late cancellation policy. Riders that late cancel and/or no show their reservation will be subject to a penalty. Please review our [Terms & Conditions](#) for more details.

If you have any questions, please contact us at {{contact\_email}}.

The {{contact\_name}} Team

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### Reservation Guest Invitation Cancellation

Your reservation for {{class\_name}} on {{class\_full\_date}} at {{class\_time}} has been cancelled.

If you are unsure why this reservation has been cancelled, you may contact us about it at {{contact\_email}}.

The {{contact\_name}} Team

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### Waitlist Addition

You are on the waitlist for {{class\_name}}{{#if class\_instructors}} with {{class\_instructors}}{{/if}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}!

If a spot becomes available, you will be automatically added to the class and notified via email up to one hour before it's scheduled start time.

If you need to cancel this reservation please do so through our website or mobile app. SPINCO has an 8-hour late cancellation policy. Riders that late cancel and/or no show their reservation will be subject to a penalty. Please review our [Terms & Conditions](#) for more details.

The {{contact\_name}} Team

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**Waitlist Cancellation**

You have been removed from the waitlist for {{class\_name}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}.

If you are unsure why you were removed from the waitlist, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**Waitlist Guest Invitation**

You are on the waitlist for {{ class\_name }}{{#if class\_instructors}} with {{class\_instructors}}{{/if}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}!

If a spot becomes available, you will be notified via email.

If you did not intend to join the waitlist, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**Waitlist Guest Invitation Cancellation**

You have been removed from the waitlist for {{class\_name}} at {{class\_time}} on {{class\_day\_of\_week}}, {{class\_month}} {{class\_date}}, {{class\_year}}.

If you are unsure why you were removed from the waitlist, please email us at {{contact\_email}}.

The {{contact\_name}} Team

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**Waitlist Upgrade**

Congratulations! You made it off the waitlist.

We will see you on {{class\_month}} {{class\_date}}, {{class\_year}} for {{class\_name}} at {{class\_time}}{{#if class\_instructors}} with {{class\_instructors}}{{/if}}!

If you cannot make it, please cancel this reservation through our website or mobile app. SPINCO has an 8-hour late cancellation policy. Riders that late cancel and/or no show their reservation will be subject to a penalty. Please review our [Terms & Conditions](#) for more details.

The {{contact\_name}} Team