Studio Manager HQ client feature guide

Studio Manager HQ brings family administration, class bookings and studio operations into a browser workspace for cheer, dance and activity businesses. This guide helps a prospective studio assess the product and plan a supervised demonstration.

Product edition reviewed 19 November 2026. Core workflows have been implemented and exercised with synthetic data. Availability for a new client depends on its deployed release, selected modules and completed onboarding. Production payment collection and accounting connections require further verification.

Families and member accounts

- Households and athletes with separate guardian, management and payer permissions.
- Multiple athletes per guardian and multiple authorised guardians per athlete.
- Verified guardian invitations, athlete registration permissions and controlled account linking.
- Family timelines, attendance history and family-visible skill milestones.
- Separate invoice visibility for the nominated payer and restricted access to other household information.

Reception and enrolment

- Searchable family and athlete directories with filters and saved views.
- Website enquiry capture and staff follow-up stages with history.
- Trial prices, reservations, agreement checks, attendance outcomes and conversion to an ordinary booking.
- Single and multi-session bookings, expiring holds, capacity checks and waiting-list offers.
- Reviewed fees and agreement versions before an authorised guardian confirms a place.

Timetables and studio operations

Scheduling and class delivery

- Locations, rooms, coaches, session fees and class capacity.
- Timetable planning, recurrence, date exclusions and future timetable copying.
- Coach, room and athlete conflict checks within supported booking workflows.
- Class directories, assigned-coach rolls, bulk attendance and correction history.
- Session lesson plans, reusable skill lists, skill assessment corrections and published progress.

Memberships and retention

- Reusable membership products and dated recurring billing contracts.
- Credits per fully paid period or unlimited access to explicitly covered sessions.
- Brisbane weekly booking limits, minimum commitments and fixed expiry dates.
- Configured class-tag rules for automatic paid-period credits, with staff exception review.
- Duplicate-safe contract renewal and reviewed class-place carry-forward into the next term.
- Reused acceptance of an unchanged agreement version and renewed acceptance for a changed required version.
- Absence notices, cancellation requests, staff decisions and policy-based makeup credits.

Cheer and dance administration

- Teams, seasons, configurable eligibility sources, tryout registration and coach evaluations.
- Placement offers with expiry and guardian acceptance.
- Competition and event checklists, roster administration and uniform collection tracking.
- Internal studio notes, class and membership tags, cancellation policy wording and audit history.

Finance and connected services

Implemented finance workflows

• Invoice statements and ledger entries separating charges, recorded payments, credits and refunds.

• Billing previews, pauses, cancellation dates, proration and future price changes.

• Staff-reviewed percentage discount codes with expiry and redemption limits.

• Wallet statements, available and frozen balances, stored payment requests and invoice allocations.

• Reports for attendance, capacity and finances with authorised source-record drill-down.

A recorded payment or wallet entry is an application ledger record. Each studio must agree which payment evidence is accepted. Online card collection and provider-funded wallet top-ups need separate activation and end-to-end verification.

Website and commerce

• A signed WordPress bridge supports account linking and reviewed enrolment requests.

• Public website requests remain pending until the authorised payer reviews fees and required agreements in the CRM.

• Optional sharing of individual athlete display details can be withdrawn.

• WooCommerce remains responsible for merchandise checkout, orders and stock. Uniform collection tracking is available in the CRM.

Connection availability

Connection	Current scope
WordPress	Production account-linking preview responds. Complete hosted family acceptance and public enablement remain open.
Member files	Versioned JSON households and athletes with validation, checksum review and replay protection. Guardian rights and financial history require separate handling.
Stripe	Sandbox integration exists. The test merchant is restricted and live payments are unavailable.
Xero	AU Demo Company invoice/payment rehearsal is recorded. Production tenant authorisation and accounting sync remain open.

Access and rollout

Studio and platform access

• A platform owner oversees companies, onboarding and explicit workspace memberships.

• Business owners and gym staff use their own studio workspace and role-appropriate tools.

• Platform-to-workspace access uses expiring tickets and requires an explicit gym membership.

• Per-gym switches currently cover teams/events/tryouts, lesson plans, studio notes, cancellation policies and tags.

• Password sign-in, authenticator setup for privileged accounts, session review/revocation and recovery workflows.

• Server-side record permissions, audit records, encrypted backup tooling and tested isolated restore workflows.

Communications and restricted records

• An internal gym inbox with scoped audiences, templates, delivery history and separate marketing preferences. External customer delivery needs activation.

• Versioned agreements, signer and athlete records, required acknowledgements and separate optional consent.

• Restricted training summaries and staff access controls for sensitive athlete information.

• Staff account administration, role changes, session revocation and audited data exports. Reporting views include saved filters and attendance/ledger detail.

Browser experience

The responsive web interface supports family self-service, reception tasks and coach use. An installable web app manifest is included. Device-specific installation, push notifications and accessibility conformance require acceptance on the devices the studio will use.

Your demonstration

• Register a synthetic family with two athletes and inspect guardian and payer visibility.

• Request a class place from WordPress, review its fee and agreement, then confirm it in the CRM.

• Mark an assigned class roll, publish one skill milestone and review the family view.

• Preview a membership period, apply a discount and inspect a cancellation or makeup.

• Review onboarding, exports, support arrangements and the capabilities included in your written offer.

Ask your Studio Manager HQ contact for a supervised demonstration and a written scope. Pricing, service commitments and the studio’s activation date are agreed before contracting. This edition offers a managed pilot while the production launch items are completed.