

TMA New Franchisee Training (Initial) and/or Monthly Training

TMA HQ will host the mandated New Franchisee Training (Initial three-day training) for you and/or your Designated Business Manager, and up to three additional people, (five total), at no additional training fee. You will be responsible for all travel expenses for all participants attending the initial training program. The training will be conducted in Hickory, North Carolina or another location designated by TMA HQ.

After completion of the initial training, if you require or request additional on- site assistance beyond what is provided by us, you can request that we send a representative to provide further assistance to you. If we offer additional support at your request, we must agree in advance to the charges you will pay and the length of the visit. The cost of additional assistance will depend on your needs and the amount of support you desire.

TMA requires satisfactorily attending and completion of the New Franchisee (initial) Training course before opening your TMA franchise.

Also, anyone purchasing a TMA franchise from an existing franchise owner must attend and complete the New Franchisee (Initial) training program and all training and certification requirements before any day-to-day operations can be transferred to the new owner.

Existing Franchise owners can re-attend any regular scheduled monthly training at no additional charge.

TMA Annual Convention “RitaCon”

TMA will conduct an annual convention for all franchisees and any member of the franchisee’s management team. The location and date of the national conference will be announced no later than four months before the event. The annual convention will consist of 2 full days so attendees must arrive the day before and leave the day after. Franchisees are responsible for the costs of the conference fees, travel expenses, meals, etc.

All TMA franchisees and/or its designated manager must attend the mandatory annual conference. Any representative you send must be involved with the day to day management operation of your franchise business.

If unforeseeable circumstances arise and you are unable to attend or send a representative to the annual convention you or a member of your management team must attend one of the first three TMA’s regularly scheduled monthly trainings following the RitaCon event.