



Membership Upgrade & Downgrade Process

Department: Operations / Membership Services

Applies To: All UAC Clubs and Franchisees

Purpose: To outline a clear and consistent process for handling membership upgrades and downgrades, ensuring accuracy in billing, GymMaster updates, and communication with members while maintaining fairness and brand integrity.

Scope

This SOP applies to:

- All UAC-owned and franchised clubs.
- All staff managing memberships (Managers, Admin, Sales).
- All active members requesting a change to their membership type or inclusions.

Objectives

1. Ensure all membership changes are processed promptly and accurately.
2. Maintain consistent communication and documentation.
3. Prevent billing errors or contract breaches.
4. Ensure fair treatment and transparency for all members.

Definitions

- Upgrade - Transitioning to a higher-value membership (e.g., Standard → Premium / Recovery Add-on / Basketball Access).
- Downgrade - Transitioning to a lower-tier membership (e.g., Premium → Standard / Removing add-ons).
- GymMaster - UAC's official membership management and billing system.
- Notice Period - The required period before a change takes effect, typically 7 days for upgrades and 14 days for downgrades.

Roles & Responsibilities

- Front Desk / Admin: Receive, verify, and process membership change requests in GymMaster.
- Centre Manager: Approve downgrades and ensure compliance with notice periods.
- Franchise Owner: Oversee pricing accuracy and communicate with Finance if adjustments are needed.
- FSO / HQ: Audit process compliance and data accuracy in GymMaster.

Membership Upgrade Policy

Conditions

- Upgrades may be requested at any time.
- New pricing takes effect immediately or on the next billing cycle (member's choice).
- Members must agree to new terms and conditions and confirm acceptance in writing (email or digital form).
- Any difference in access (e.g., recovery area, basketball court, classes) must be enabled in GymMaster.

Benefits

- Immediate access to upgraded facilities or inclusions.
- Eligibility for upgrade-only offers (e.g., recovery add-on trial).
- No penalty or waiting period for upgrade processing.

Membership Downgrade Policy

Conditions

- Members must provide a 14-day written notice before a downgrade.
- Downgrades are not permitted within the minimum term unless approved by the Centre Manager or Franchise Owner.
- If downgrade occurs within term, downgrade fee may apply (typically 1 fortnight's membership fee).
- All requests must be made in writing or through GymMaster Member App.

Downgrade Limitations

- Certain facilities or add-ons (e.g., Recovery, Sauna, Basketball Court Access) will be disabled after the effective downgrade date.
- Any outstanding fees must be settled before the change is processed.
- No refund or credit is issued for unused services prior to downgrade.

Step	Action	Responsible	Tool / Document
1	Receive written request (email, in-person, GymMaster App)	Admin / Front Desk	Membership Change Request Form
2	Verify eligibility (contract term, payment status)	Admin	GymMaster
3	Confirm new membership details & pricing with member	Manager / Admin	UAC Membership Rate Sheet
4	Approve change (manager or owner approval for downgrades)	Manager	Approval Email
5	Process change in GymMaster	Admin	GymMaster System
6	Adjust access levels (FOB / App / Recovery / Basketball)	Admin	GymMaster Access Module
7	Send confirmation email to member	Admin	Upgrade/Downgrade Template
8	Update member in Movement Report	Admin	Monthly Reporting Sheet

Communication Templates

A. Membership Upgrade Email

Subject: UAC Membership Upgrade Confirmation

Dear [Member Name],

Your membership at Universal Athlete Centre [Club Name] has been successfully upgraded to the [New Membership Type], effective [Date].

Your new rate will be [\$amount per fortnight], and you'll now have access to:

- [List upgraded inclusions e.g., Recovery Zone, Basketball Court Access]

Thank you for continuing your journey with UAC.

Kind regards,

[Manager Name]

Centre Manager | Universal Athlete Centre

B. Membership Downgrade Email

Subject: UAC Membership Downgrade Confirmation

Dear [Member Name],

Your membership has been changed to the [New Membership Type], effective [Date].

Your updated rate will be [\$amount per fortnight]. Please note that access to the following areas/services will no longer be included:

- [List removed inclusions e.g., Sauna, Basketball Court, Recovery Zone]

Should you wish to upgrade again in the future, please contact our team at any time.

Kind regards,

[Manager Name]

Universal Athlete Centre

Documentation & Record-Keeping

Document Name	Purpose	Retention Period
Membership Change Request Form	Member's written consent to upgrade/downgrade	12 months
GymMaster Log Notes	Record of all membership changes	Ongoing
Approval Emails	Proof of manager/owner approval	12 months
Member Movement Report	Monthly summary of changes	12 months

Fees & Approval

Type	Notice Required	Fee	Approval Required
Upgrade	None	None	Admin / Manager
Downgrade (After Term)	14 days	None	Admin / Manager
Downgrade (Within Term)	14 days	1 fortnight's fee	Manager / Owner
Add-on Changes	7 days	None	Admin
Remove Add-ons	7 days	None	Admin

Audit & Compliance

- Franchise Support Officers (FSO) will review membership change logs during quarterly audits.
- Clubs must ensure all upgrades/downgrades are recorded in GymMaster with supporting documentation.
- Failure to record approvals or fees may result in compliance action.

Review & Update

This SOP will be reviewed annually or upon system updates, new membership categories, or policy changes.