



FAQ

•1. What is the new corporate fitness program?

With this program, you will have access to multiple pools and gyms in the area for a fraction of the price you would ordinarily pay. This offer is exclusively available to employees and their immediate family only.

•2. Who is eligible to join the program?

Generally, eligible employee applicants are:

- Paid directly by the organisation's payroll department
- Full time permanent staff
- Part time permanent staff
- Contracted employees (who are paid via payroll) who have more than 12 months

remaining on their contract Generally, ineligible applicants are:

- Agency and Labour Hire staff
- Casuals
- Temporary employees who have less than 12 months remaining on their contract
- Employees whose contract has expired and are working without a current contract

•3. If I join up, do I have to choose which gym I want to use and stick to it?

Absolutely not! The beauty of the program is that you can access any/all facilities on the program by presenting your Fitness Passport card. You can visit the gyms and pools as often as you like. Members often like to find facilities close to work during the week and close to home for the weekends.

•4. Does the program include aerobics classes?

It sure does. Classes like Step, Body Pump, Yoga, Body Attack, Zumba, and many more are all included. The types of classes depend on which gym you go to. It's a good idea to check with the gyms that you would like to visit to find out what the group fitness schedule is like.

•5. This program doesn't interest me much - why should I join?

If you don't like it, someone in your immediate family probably will. Even at the family rate, you will pay less on this program than you would ordinarily pay for a single gym membership. Remember this program gives you access to multiple gyms and pools - so this far outweighs the value of any membership to a single facility.

•6. If I have a family membership, does that mean my whole family could go to the pool?

Yes. Each person receives a Fitness Passport ID card, which means every person included on the program may enter the same facility at the same time (or different facilities at different times). It is perfect for fun, fit, family time at the pool. If it's a bit chilly to swim now

remember the summers are long and hot - don't miss out.

•7. The gym/pool I want isn't on the program - Why should I join?

The gym or pool you want could well be on the program in the future. We will review the program facilities in due course, and you may find your preferred facility is included at a later date. If there is a particular facility most employees want to add we will attempt to get them on the program. Remember, there are multiple facilities to choose from and we would encourage you have a look at the full list as you may find a new place to call home, that meets all your fitness needs.

•8. This sounds a bit too good to be true - What's the catch?

A large proportion of our employees stated that they would like to join this program from the survey that was distributed and we picked the most popular gyms and pools from the feedback. There is no catch. Your employer is committed to providing staff with an incredible wellness program, giving you the chance to get fit and healthy for a fraction of what it would normally cost.

Several government organisations have access to this program and employees seldom leave it because they are thrilled with the benefits they receive. If we don't reach the target registrations by our sign up deadline the opportunity will go to another organisation on the waiting list.

•9. What is the privacy policy of Fitness Passport?

Fitness Passport protects your information with the most up to date systems of data encryption and storage. We will not divulge your financial information to any third party without your express consent.

•10. I see there are several gym franchises and companies on the program - can I go to all of them?

No. We have specified the locations of each facility. Please make sure you read them very carefully. Be particularly careful about Anytime Fitness. If you try to use a location that is NOT specified, your access to all Anytime Fitness locations on this program will be removed.

•11. I am not interested in going to the gym/pool, but my partner is. Can I just purchase a single membership for him/her instead?

No. You must purchase a family membership for your partner to use the program (but this will still likely be cheaper than joining the gym directly).

•12. I live with my parents/siblings/grandparents/relatives/flatmates. Can I put them on the program under a family membership?

No. The program is only available for employees, their partners and dependent children living at the same address.

•13. My child is 23 and is dependent. Can I put him/her on the program under a family membership?

Yes. However, dependent children between 18-25 years old will cost an extra single membership rate per week per child. The child must also reside at the same address and be a full-time student and you may be required to show evidence of this.

•14. Can I leave the program at any time?

You can leave the program any time *after the first 12 months* of signing up. After you sign up, you must stay with the program for a minimum of 12 months. If you leave your employment within this 12-month period, then your membership will automatically expire but you **MUST** return your ID card(s) to your workplace coordinator before payments cease.

•15. What happens if I get injured and can't use the gym/pool?

If you are injured and have a doctor's certificate you can elect to postpone your membership. Cancellation will be at the discretion of Fitness Passport.

•16. What happens if I go on maternity leave?

You can continue to use the program while you are on leave. Alternatively, you can suspend your membership until you get back to work.

•17. What happens if I go on annual leave?

You can suspend your membership for a minimum duration of 4 weeks at a time due to annual leave. All you need to do is provide your facilitator with evidence of your holiday (eg flight itinerary) and we can put the suspension in place. Just note, that if you are within the minimum 12-month contract period the duration of your suspension will be added to the term of your contract.

•18. Can I upgrade or downgrade my membership?

You can upgrade from a single to family membership at any time by visiting the website and logging in. You can only downgrade from family to a single membership after the initial 12-month period is up. To do this you will need to go through the coordinator in your workplace.

•19. I am not on my workplace's payroll system, but I am contracted by an agency. Can I be part of the program?

No. This program is only open to employees of the workplace that administers Fitness Passport for administrative purposes.

•20. I went to one of the gyms on the program and they said I had to pay a one-off membership fee. I thought the passport entitled me to free access?

In most cases it does. Some gyms on the program (mostly 24/7 ones) also ask for a fee irrespective of the fitness passport which buys you your 24/7 electronic key. Even if you pay this, you still receive a very large discount to standard prices. Please note - any extra payments made to the gyms are between you and the gym. Fitness Passport does not receive any commissions or the like and has nothing to do with these extra payments. If the

gym you use is part of a club (e.g RSL club) you will need to be a member of that club if you aren't already (this is usually less than \$10 per year).

•21. My children live with me although we have alternative childcare arrangements due to divorce/personal family circumstances. Can they still be on the program with my family membership?

If you can prove that your children do reside with you then yes (evidence may be in the form of school reports for example). If your children do not reside with you then they cannot be part of the program, they must be dependent AND live at the same address to be eligible.

•22. How are payments to Fitness Passport processed?

Membership fees are debited on a fortnightly basis (generally on the Friday). Fortnightly direct debit from a nominated bank account is the only payment option available.

•23. I have read through these FAQs, but still have a question. How can I find out more about my membership, or the Fitness Passport program in my workplace?

Check the information that has been made available in your workplace regarding the program. Failing that, your workplace coordinator will be able to answer most of your questions. If they can't, they will pass on your question to Fitness Passport and get back to you with an answer as soon as they can.