

ONLINE TRANSFERS VIA PULSE

Members can choose to transfer their membership to another Fernwood club at any time. Members can transfer their membership via their profile in the Pulse app via <https://www.fernwoodfitness.com.au/my-account/transfer/>

Clubs no longer need to get members to complete the Transfer form from the Intranet and should direct all members to process their own transfer request online.

The transfer will automatically transfer the member as soon as they have completed the online form via Pulse. Their membership will come across at their new home club's current membership fees.



Moving to a new area and need to transfer your Fernwood membership to a different club? No worries! We've made the process as easy as possible, so you can start training straight away! Complete the form to transfer your membership now.

NAME *
<input type="text" value="Jenny Day"/>
MEMBER ID *
<input type="text" value="98942"/>
CURRENT HOME CLUB *
<input type="text" value="Carlton"/>
CLUB YOU WISH TO TRANSFER TO *
<input type="text" value="Carlton"/>
<input type="checkbox"/> By checking this box I acknowledge that I wish to transfer my Fernwood membership to another Fernwood club and agree to comply to all membership terms & conditions related to transferring my membership.
<input type="checkbox"/> I confirm I would like to process the transfer of my membership effective as of today's date.*
<input type="button" value="TRANSFER MEMBERSHIP"/>

In the event a member cannot transfer their membership online, they will be prompted to contact Helpdesk Support and the transfer can be completed centrally for the member.

Please see further below a few scenarios where a transfer cannot occur e.g. outstanding debt – these scenarios will bring up an error message for the member explaining what to do next.

Email Communications

- Members will receive an email confirmation as soon as their membership has been transferred and will include information on next steps to access their new club.
- The new home club of the member will receive a confirmation email notifying them of the new member that has transferred in to the club and their profile information.
- All clubs will continue to receive their weekly Transfer In and Transfer Out reports for tracking. Please note transfer outs will also come up on the Exerp Cancellation Report for reference of leavers too.

FERNWOOD FREEDOM PASS

Fernwood direct debit members can now have 24/7 gym access across all Fernwood clubs to train with their Fernwood tribe, nationwide. This access is on the condition they have completed a safety and medical induction (new health screen questionnaire) at the clubs they are visiting.

Paid in full memberships do not have the Fernwood Freedom Pass privileges.

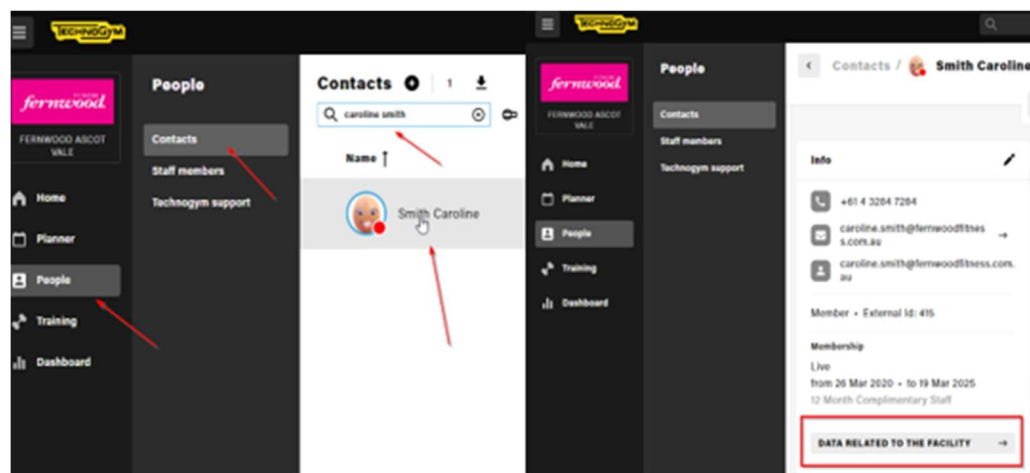
Viewing visiting members profile information & digital HSQ – PRO.MYWELLNESS

When members from other clubs make bookings with a non-home club staff will be able to locate their information via contact search in PMW same as club member would appear.

In PMW go to People > Contacts > Type in Name or email address & enter > Once the members name appears below click to open > Select Data related to the facility > Select Personal data on the left menu to view the members contact information.

As you will see below although Caroline is a member of Fernwood Yarraville her details appear at Fernwood Ascot Vale

Please Note: If you are unable to locate a member in PMW contact search please ask the member to log into their Fernwood app & change the facility they are logged into the non-home club. Once they do this try searching for their details again & they should now appear.



Smith Caroline - Contact information

Updated on 2 Sep 2022 11:56

Personal data

Name: Caroline, Surname: Smith, Date of birth: 17/09/1975, Gender: Female, Nickname: Cazzberry, Language: British English

Account: caroline.smith@fernwoodfitness.com.au

Email: caroline.smith@fernwoodfitness.com.au, Mobile phone number: +61 4 3284 7284, Phone number, Address 1: 49 Elizabeth, Address 2, Postcode: 3121, City: RICHMOND, Country: Australia, Time zone: (UTC+10:00) Canberra, ..., Measurement system: Metric

DIGITAL HEALTH SCREEN QUESTIONNAIRE

Once you have profile visibility of the visiting member, you will now be able to get them to complete a new digital health screen questionnaire via PMW.

Under the Assessment tab > Select New Assessment > Health Screen Questionnaire Stage 1

Day Tahlia

Discover what makes your contact move

Overview, **Assessment**, Training, Calendar, Results

New assessment

Assessments, Body measurements, Functional test

READINESS FOR PHYSICAL ACTIVITY

PAR-Q: Information not yet entered, Add

Approval for physical activity: Information not yet entered, Add

Medications: Information not yet entered, Add

RELEVANT INFORMATION FOR PHYSICAL ACTIVITY

AUTOMATED TRANSFER PROCESS

Fernwood Freedom Pass will now be part of standard gym memberships within Fernwood clubs. Therefore in order to create the best experience for the member and a fair play policy for clubs in any given 8 week period where a member has visited a club more than their home club their membership will be automatically transferred to the club that they have visited more. This transfer will automatically put the member on the new home club membership price.

A member has to have recorded a minimum of 6 visits across any Fernwood over the 8-week period for them to be eligible for the automated interclub transfer process.

A few scenarios to be aware of regards the new process (both online and automated):

- Members cannot be transferred if they have an outstanding amount on an instalment plan
- Members cannot be transferred if they have outstanding debt
- Members cannot be transferred within their first 30 days of becoming a member at their home club
- PIF Memberships cannot be transferred
- All memberships will be automatically transferred over to their new club at their base membership rate. This is outlined on the online portal as well as part of the T&Cs and automated email sent to the members.
- A member has to have recorded a minimum of 6 visits across any Fernwood over the 8-week period for them to be eligible for the automated interclub transfer process.
- Transfers cannot occur whilst a member is on freeze

TRANSFER OF ADDITIONAL SERVICES

When a transfer occurs, if a member has any additional services on their membership that their new home club does not offer it will be up to the new home club to contact the members and discuss their training options moving forward and make any adjustments as needed.

In the event that a member has any outstanding clips on their account that have been paid for at the time of the transfer, the new club will need invoice the original club for the amount to cover the costs of running those sessions to the member.

Depending on the service will depend on how much the new home club will need invoice the old club for. Please see amounts below:

Personal Training: \$25 per session

FIIT30: \$3 per session

Reformer Pilates: \$7 per session

Reformer Pilates 1:1: \$20 per session

Food Coaching: \$6 per session

HYPoxi sessions: \$20 per session

PLEASE NOTE: When invoicing the new home club, a maximum of 20 sessions can be invoiced for.

For members who have more than 20 sessions at the original club, the new club must notify the home club they have more sessions that the member is owed. It is then up to the original club to communicate to the member as to how they would like to proceed. The original club can either honour the sessions at their club for the member or they can refund the difference. This does not hold up the transfer process, the member would simply continue to visit their old club just to finish these last sessions after she has transferred.

In the event that a member is paying for additional service at their initial home club and it is a service that is not offered at the new club e.g. Reformer Pilates, the new home club should discuss this with the member and credit their sessions into another paid for service offered in their club i.e. FIIT30.

The full membership including any add-ons or recurring clip cards for that service will be transferred across and the club will need to discuss which service the new member would like to credit these sessions for. For example: 5 x Reformer Pilates sessions may credit over to 3 x Personal Training sessions for the transferred member.

It is also up to their new club to discuss with the member that their club offers either unlimited or session-based and their offering price may vary. When the new member has used up her transferred sessions then the rules of the new club will apply.

For example: If Mary purchases a 5 pack of PT valued at Ferntree Gully and then transfers to Mitcham with a session balance of 5, then Mitcham need to invoice Ferntree Gully for 5 sessions @ \$25 per session (\$100 total).

Mitcham would honour the 5 PT sessions that Mary has purchased but explain to her that when these sessions finish she will need to continue on the pricing that Mitcham offer.