Fitness Passport – FAQs

LOGIN DETAILS

What’s my username and password?

Your username for the Fitness Passport system is your membership number. An example of this might be ABC.123 and it’s located on your membership card. Your password will be the one you entered into the system when you set up your account.

What if I can’t remember my password?

If you can’t remember your password click on the ‘I’ve Forgotten my Password’ link on the Login screen. You’ll need to enter your username (eg ABC.123) and the email address you entered when you first set up your account. You’ll then receive an email from us to help you reset your password. If you cannot remember either (or both), please contact your workplace facilitator.

WHO CAN I CONTACT FOR HELP?

Your workplace facilitator is your first point of contact for the Fitness Passport program if you cannot find the answer to your question in these FAQ’s or in the ‘Documents’ section on the website. Once you login you’ll see a Contacts section in the menu on your left hand side. If you click on that you’ll be able to see who your facilitators are and email them directly.

CHANGING MY MEMBERSHIP

I would like to add my partner/dependents to the program. How can I do this?

You need to log into your Fitness Passport account, click on the ‘Family Member Details’ tab, click on the ‘Add Family Member’ tab & follow the prompts. Full instructions can be found in the ‘Adding a Family Member’ procedure in the ‘documents’ section of the website. The ID cards will be ordered for your family members once your facilitator has approved their inclusion.

Can I upgrade or downgrade my membership?

You can upgrade from a single to family membership at any time by visiting the website. 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 your workplace facilitator.

How do I upload a photo?

You need to log into your Fitness Passport account, click on the ‘Member Details’ tab, click on the ‘Edit Profile’ button and scroll down until you see the ‘Profile Photo – jpg only’ section. Browse for your photo and after you’ve found it, click on the ‘update profile’ button. Full instructions can be found in the ‘Uploading a Photo’ procedure in the documents section of the website.
I’ve been asked to change my payment method to direct debit. How do I do this?

You can do this by logging into your Fitness Passport account online. Once logged in just click on the ‘Member Details’ tab, click on the ‘Edit Profile’ button and scroll down until you see the Payment method section. Change the payment method to direct debit and the relevant fields will appear for you to be able to enter your account name, BSB & account number. Don’t forget to click on the ‘Update Profile’ button at the end of the process. Full instructions can be found in the ‘Changing Payment Method’ procedure in the documents section of the website. Your Bank Details are 100% encrypted, and secure.

FACILITIES

Are exercise classes included?

Most exercise classes are included. Please check the View Available Gyms section to get more information on the gyms available to you in the program. If you have questions about a specific facility on the program, please call them directly to see exactly what’s included for Fitness Passport members.

How do I access the gyms and pools?

Simply show your card when you visit the gym or pool together with a form of photographic evidence. Sign the register and you will gain entry. Soon you’ll start seeing scanners at the facilities so when they start getting rolled out you’ll just have to scan your card when you enter the facility and show other photo identification if required (ie if you don't have a photo on your membership card).

DO NOT leave your membership card at the gym or pool reception as you are liable for any misuse by unauthorised card holders.

Some gyms will issue you with one of their cards when you go. That gym card will then be the only card you need to access that particular facility from then on.

When I try to scan the barcode on my card, it doesn’t work – what’s going on?

If you have a card that was made prior to 11 September 2013, the barcode won’t scan because the barcode is too small. If this happens to you, you can manually enter your membership number (eg ABC.123) and your date of birth, and you will be able to get in that way. A new card with a bigger barcode will be ordered the first time you enter your details on the scanner.

Return your old card to your workplace facilitator and collect your new one. It will be ready in about 14 days. You can continue to access the gym using the manual entry system until you get your new card. Your new card will work with the barcode scanner.

The gym I go to isn’t on the program. Why not, and how can I get it onto the program?

We are guided by what the majority of employees ask for. If your gym is not on the program it means that it didn’t get very many votes in the last survey. If you want a particular gym to be added to the program you will need to nominate them in the next survey. If you vote for your
This does not automatically mean it will be added to the program. It must be sufficiently popular amongst staff and the gym must also be willing to negotiate.

I have a problem with one of the facilities. Who can I talk to?

In this situation let your workplace facilitator know and they’ll pass the information onto the Fitness Passport team for resolution.

I have been asked to purchase a swipe key by a facility, is this right?

Yes. Many of the 24 hour facilities request members wishing to access their facility to purchase a swipe key so you can gain access to their facility. This is an additional cost to you as a member but you’ll still find greater price benefits by joining Fitness Passport.

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. A very small number of gyms on the program also ask for a membership fee which is paid directly to them. 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.

MEMBERSHIP ELIGIBILITY

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 in order for your partner to use the program.

I live with my parents/siblings/ancestors/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.

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

Yes. However, each dependent child between 18-25 years old will incur an additional cost equivalent to the single membership rate per week, per child. The child must also reside at the same address and you may be required to show evidence of this.

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.
My children live with me although we have alternative child care 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 dependant AND live at the same address to be eligible.

**CANCELLATION & SUSPENSION**

Can I leave the program at any time?

When you sign up with Fitness Passport you join for a minimum 12 month contract period. If you leave your current employer you are no longer eligible for the program and you are required to return your cards to your workplace facilitator for cancellation of your account.

If you elect to withdraw from the program inside that 12 month period, you may be charged a cancellation fee.

Cancellation will not be processed until you have returned any Fitness Passport cards issued to yourself (and your family, if applicable), or a Statutory Declaration stating you have lost them.

For further information on cancellation of your membership please refer to the current Fitness Passport Terms & Conditions.

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.

What happens if I go on maternity or unpaid leave?

You can continue your membership under a direct debit payment plan and continue to use the program while you are on leave. Alternatively you can postpone your membership until you get back to work.

What happens if I go on annual or long service leave?

Memberships may be suspended if a member is taking annual or long service leave of at least one month’s duration where they will be out of the state or country. Evidence of your vacation must be provided (eg flight itinerary) and your membership card handed back to your workplace facilitator.

What happens if I get a job transfer to another location?

If the member is transferring to a location where Fitness Passport does not provide facilities, the member may suspend their membership for the duration of the transfer. You just need to contact your facilitator to get this set up.
LOST CARD

I have lost my card. What should I do?

You’ll need to complete a lost card statutory declaration and possibly upload a new photo if you have one of our older membership cards. Please contact your workplace’s Fitness Passport facilitator and they can help you with this process.

HEALTH FUND

Can I claim my Fitness Passport payments through my health fund?

Check with your health fund first. If they allow it, you can print off your own receipt from the Fitness Passport system. The last tab in your member’s profile has an option to print a receipt. If the period you wish to include stretches back before October 2012, please contact your workplace facilitator and they will organise a manual receipt for you. Full instructions can be found in the ‘Printing a Receipt’ procedure in the documents section of the website.

PAYMENTS

I have made a payment, but have not yet received my card - why not?

The first payment you make is an administration charge. Your card will be available for collection from your workplace coordinator on the date of your second payment (at the latest).

What payment methods are available & how often am I charged?

Direct debit of your bank account is the only payment option currently available and occurs on Friday’s (either weekly or fortnightly depending on your pay cycle).

ANYTHING WE’VE MISSED?

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.