



Fitpass List FAQs

What is the Debitsuccess Fitpass?

The Debitsuccess Fitpass is a reciprocal program which allows your members to use the facilities of partner health clubs in other states for a limited period of time while they are travelling. It is an additional benefit offered to your members so that they can continue to work out even when they are in a different town or state.

What is a Fitpass card and how long is it valid for?

A Fitpass card is issued to your members upon request so that they can present it to the partner health club that they wish to use. This card will be valid for up to 10 days.

What do I do if a member wants a Fitpass?

If a member requests for a Fitpass you will need to follow these steps:

1. Check the Fitpass list to determine which health club would be most convenient for your member to go to while they are out of town.
2. Call the relevant partner health club to confirm that they are still part of the Fitpass Network.
3. Issue a Fitpass card to your member, stating the member's details, club name, participating club they wish to visit, the name of the person who authorised the visit and the dates which the card will be valid for.
To order Fitpass cards email dsreception@debitsuccess.com.
4. Ask your member to present the Fitpass card upon arrival at the partner health club.

What are the benefits of joining the Fitpass Network?

- Your members can continue their fitness program even while they are travelling out of town.
- Members will not need to place their accounts on suspension while they are away.
- It is an additional selling point for encouraging members to join your health club.

How can my health club join the Fitpass network?

If you are interested in being part of the Fitpass network, please contact your Account Manager on Account.M@debitsuccess.com

What if the health club's details change?

If any of your health club's contact details change you can inform your Account Manager by e-mailing Account.M@debitsuccess.com and this will be updated on the list accordingly.