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## Frequently Asked Questions

### **What happens if I already pay for Glasgow Club membership?**

Follow the link and where you see "Already pay for membership?" select "Yes. You'll provide your current membership or card ID and upload your latest payslip. The team at Glasgow Club will apply the discount so you can enjoy the reduced monthly rate for colleagues. We plan to do this in time for your next payment, however, please allow up to 6 weeks for the change to take effect.

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### **How soon will my membership start? And when do I pay?**

You can register for a new membership or apply for a discount on your existing membership right away. Your manager will share this link, which you can also find on posters.

Your membership is immediately active. You'll make a small payment to cover the days until the 7th of the following month. Payments continue on the 7th of each month until you cancel the direct debit with your bank.

NOTE: your membership will become inactive if you don't upload a picture of your latest payslip to the staff membership page. As a result, you won't be able to access Glasgow Club activities.

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### **Where do I sign up?**

Visit the link provided by your manager or on posters/internal email. Please note, you can't sign up at a Glasgow Club venue reception. If you run into difficulty, contact: [glasgow.club@glasgowlife.org.uk](mailto:glasgow.club@glasgowlife.org.uk)

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### **Am I eligible to access the staff membership?**

Please visit the link on posters or in internal emails to view the list of eligible employers. If you work directly for one of those employers and receive a payslip from them showing one of the names listed then you qualify.

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### **Is this offer open to my family members too?**

No. This offer is only for those working at Glasgow Life, Glasgow City Council and other ALEOs.

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### **Do I get discounts on court/pitch bookings with my staff membership?**

No. You get a FitClub membership with access to all the activities it includes for an affordable monthly fee. You can still book and pay for other activities that aren't included.

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### **Can I purchase annual membership instead of paying monthly?**

Staff membership is ONLY available on a monthly basis paid by Direct Debit.

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### **I'm not quite ready to take out a membership can I join at a later date?**

Yes, if you're not ready to take advantage of the offer right now, you can apply in the future.

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