

Gym Discounts Policyholder FAQ

What is it?

Gym Discounts is a service which enables you to save up to 25% on a membership at your chosen club, closest to wherever you live or work. Choose from a wide range of options at over 3,800 gyms, leisure centres, yoga and Pilates studios and bootcamps across the UK. When you've selected your membership, we'll send you an online voucher with club-specific instructions, or we'll direct you to join online via a dedicated link. When signing up, you may need to prove that you have a Westfield Health policy, through which you're claiming this discount. You could show an email or letter detailing your policy as proof.

If the gym isn't for you – don't worry! We also offer discounted subscriptions to online workout programmes so you can kickstart your fitness regime from the comfort of your home. Stream from your phone, tablet, laptop or smart device whenever you want, wherever you are.

There is a helpline for queries 0345 123 5327. Available 9am-5pm, Monday to Friday except public holidays.

What does it cost and how much can I save?

Memberships are available in some parts of the country from as little as £10 per month, if you live in a city, you're likely to find these prices are higher!

On average Epassi UK clients save 16.5% on their monthly membership payments, as well as having the joining fee waived. Discounts can be up to 25% off and many people save over £100 a year.

How do I access it?

Login into your My Westfield account find the Gym Discounts benefit tile and click on it. Here you'll find more information about the service and the link to the Epassi UK site. The site is mobile enabled. You can access this scheme at any point in the year.

How does it work?

All offers are available for you to purchase directly with the suppliers listed on the Epassi UK website. When visiting the site, you will be presented with three tiles:

- Gym discounts
- Digital fitness

The offer is detailed on the website, along with instructions on how to obtain the offer. Typically, you will need to take and present a voucher to the gym you wish to join. Many gyms and the digital fitness suppliers provide instructions on how to join online through a link or online joining code. Over one third of suppliers operate with a join online process.

Can I use the service multiple times?

Yes, you can use this service as much as you wish.

Can other people use the service?

You are the only one who can access and use your My Westfield account. When on the Epassi UK site some suppliers may allow you to purchase a membership for your partner. Usually a partner is deemed to be an individual who lives at the same address. Please check with your gym as certain terms and conditions may apply. Vouchers are not valid for re-sale.

What if I already have a gym membership?

If you're already a member of the gym, most participating gyms are happy for you to transfer your membership. You may have to wait until your initial membership term has come to an end, but the gym will advise you of your options.

Please be aware that a small number of gyms only waive the joining fee or provide the first month free, as such this offer is only applicable to new joiners. The discounts are usually not available in conjunction with other offers. Please contact the membership team at your gym who should be able to help.

There aren't any gyms listed on the site, how do I tell you about a local gym I'd like to see on the network?

Yes of course, once you've conducted the search, if your gym is not listed please submit the details by clicking on 'Invite a Gym' in the contact page - please ensure you are logged in to find this in the menu. Epassi will try their very best to enrol the gym and get a discount for you. This can take anywhere from 2 days to 2 months depending on the gym, so please be patient. The Epassi team will do their best to recruit any clubs, although this cannot always be guaranteed.

What if I don't have internet access?

The service can only be accessed through My Westfield. If you don't have access to the internet yourself can you use the internet at your place of work or ask a friend to help you? Vouchers cannot be sent to you in the post. There is a helpline for queries 0345 123 5327. Available 9am-5pm, Monday to Friday except public holidays.

Taxation

This is a voluntary benefit and does not get paid for via payroll, individuals pay the gym directly. Therefore, there is no impact on income or National Insurance through using this service.

When I went on the site it said I needed login reference?

If you enter via My Westfield this won't happen, so if you are asked for a login reference please re-enter the site via My Westfield.

Do you recommend I use a particular browser when on the site?

The Epassi UK site is enabled to use on all internet browsers and is mobile enabled.

I took the voucher to the gym, but they didn't accept it, what do I do?

Please call the Epassi team. You can do this via the website.

Or you can telephone via 0345 123 5327. Available 9am-5pm, Monday to Friday except public holidays.

Who are Epassi UK?

Epassi UK is a leading fitness and wellness company who have been successfully delivering solutions to thousands of companies since 2001. They were previously called Incorpore. Their products are designed to increase activity levels, improve the work-life balance and create a culture of wellbeing amongst the company's employee population. The UK's most popular gym network serves over 6 million employees from 1700 corporate clients.