

Gym Flex

What is GymFlex?

GymFlex is a **salary-deduction benefit** that lets employees buy an annual gym or fitness membership at a discounted rate, and spread the cost over the year through payroll.

- ✓ **Choice** – Employees can pick from a wide network of gyms, health clubs, and fitness centres.
- ✓ **Savings** – Memberships are usually cheaper than buying direct, thanks to corporate rates.
- ✓ **Convenience** – Instead of paying upfront, the cost is taken in manageable monthly deductions from salary.
- ✓ **Wellbeing focus** – Encourages regular exercise and supports healthier lifestyles.

Who is this guide for?

This guide is aimed at employers with admin access.

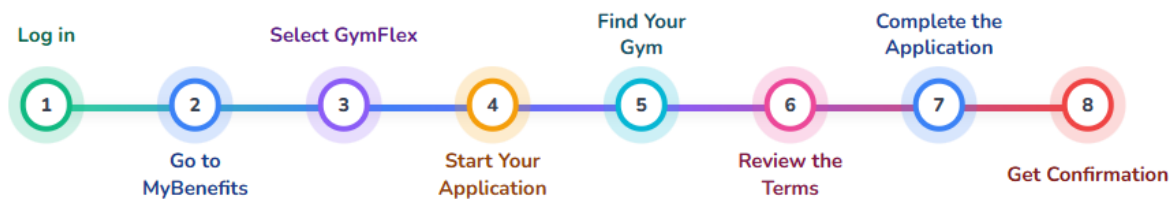
Who is the Partner?

Our partner for GymFlex is **Epassi**. Epassi collaborates with a wide range of gyms, health clubs, and fitness centers to offer comprehensive and flexible membership options. This partnership ensures that employees can access a variety of fitness facilities, promoting a healthier lifestyle through active engagement.

Employee Journey – Applying for GymFlex

- **Step 1: Log in** - Sign in to SmarHub using your usual details.
- **Step 2: Go to MyBenefits** - From your Homepage or the mega menu at the top, open MyBenefits.

- **Step 3: Select GymFlex** - Click on GymFlex from the list of available benefits.
- **Step 4: Start Your Application** - Click “Start Application” – this will take you to the GymFlex site.
- **Step 5: Find Your Gym** - Use the search tool to choose the gym or fitness centre you’d like.
- **Step 6: Review the Terms** - Read through the terms and conditions carefully before continuing.
- **Step 7: Complete the Application** - Submit your application before the deadline on Gymflex portal to ensure it’s processed.
- **Step 8: Get Confirmation** - If approved, you’ll receive a confirmation email from Epassi.



GymFlex – Approval Process

Who approves applications?

Epassi will send the application to the employer for approval. The employer must confirm the correct distribution list for these emails.

Is the process Manual or Automatic

This is a manual process only.

When are approvals done?

- ☐ Approvals are generally dispatched around the middle of the month. The exact deadline will always be prominently displayed on the Epassi website.
- ☐ During seasonal periods, the process may start earlier.

- ☐ The aim is to have applications approved and completed in time for the **start of the following month** .
- ☐ All employers on Crown Commercial Service (CCS) framework with a group account follow the same timeframe.

Notifications

The employer will receive an **email containing an attached document** that confirms the applications. This document is **password -protected** to ensure security. After reviewing, the employer will confirm which applications have been approved and will send that information directly to Epassi. Any **rejections** are handled by the employer. They may choose to notify you directly.

If the employee wants to cancel

☐ How to Cancel

If you wish to cancel your GymFlex membership, you'll need to [contact Epassi](#) directly .

☐ Cooling-Off Period

You can cancel within the **14-day cooling -off period** with no issue.

☐ After 14 Days

Once the cooling-off period has passed, cancellation may not be possible. This depends on the provider's (Epassi) [rules](#).

☐ What Happens Next

When Epassi confirms your cancellation with Reward Gateway Edenred, **SmartPay will update your application status to "Cancelled."**

GymFlex – Invoicing Process

Who Invoices Who

Reward Gateway Edenred generates the invoice and sends it directly to the Employer. Employers will only ever receive invoices from Reward Gateway Edenred..

Frequency

Invoices are raised **monthly** , typically at the **end of the month** .

How Invoices Are Generated

Invoices are created by our finance system and sent to the employer by email with the invoice attached.

Client Payment

The employer is responsible for settling the invoice within the agreed payment terms. Importantly, employees can still use their gym membership **before the invoice has been paid** .

Invoice Enquiries

Employers should direct **all invoice-related queries** to the Reward Gateway Edenred Finance team only.

Reporting

Deduction Report

A deduction report provides the employer with the information needed to make GymFlex deductions to an employee's payroll on a case-by-case basis. Details include employee name, benefits used, total deduction amount, the current deduction, and how much is left to pay off.

Employers can also filter the deduction report to show only new, continuous or closing applications, or they can choose to show them all together. The report can be downloaded into a CSV format where it can be formatted to meet each client's needs.

There are two reports available for you to choose from based on your requirements:

- ☐ **Detailed Report** : This report offers deduction information for each order made by an employee.
- ☐ **Summary Report** : This report presents the overall deductions for each employee.

Downloading a report

Check out this article for guidance on how to download a Deduction Report.

<https://success.rewardgateway.com/hc/en-us/articles/18118097380765-SmartPay-Deduction-Reports-for-UK-only>

Partner Links

- [Gymflex - Terms and conditions](#)
- [Gymflex - Contact us](#)
- [Gymflex - User FAQs](#)