

# GymFlex - Epassi

## What is GymFlex?

GymFlex is a **payroll-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 over 4,400 network locations nationwide which includes top gym chains, health clubs, and fitness centres.
- Savings** – Annual 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. Prioritising wellbeing can also result in measurable improvements in productivity, engagement and retention.

## 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, corporate 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 SmartHub 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

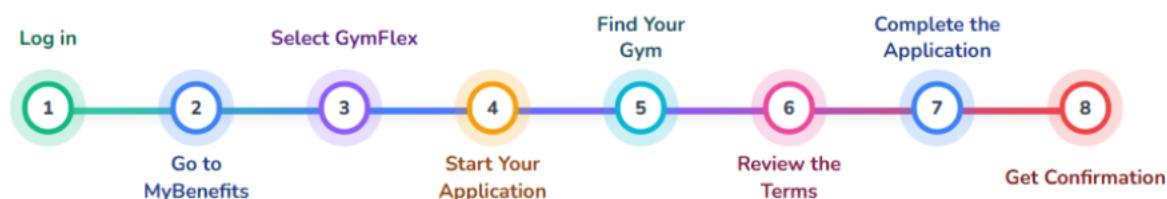
Read through the terms and conditions carefully before continuing.

## Step 7: Complete the Application

Complete your application before the GymFlex window closes to be included in next month's payroll.

## Step 8: Get Confirmation

The employee will receive a confirmation email from Epassi with the details of their selected GymFlex membership. If confirmed, they will be contacted by the Gym before the membership starts.



## Who approves applications?

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

### Employer Approval journey

#### Step 1: Monthly Selection Window Closes

The **GymFlex** window closes for employees making their selections.

#### Step 2: Epassi Report for Approval

Approvers receive an email containing a **password-protected document** to complete the approval process.

#### Step 3: Review Pending Approvals

Check the list of applications awaiting your action.

- Is this an employee of my organisation?
- Are they working their notice?
- Have they provided all the information correctly which I need to set up deductions? e.g. payroll number
- Will the value they have taken them below minimum wage?

#### Step 4: Update Report with Status

Choose either **Approved** or **Rejected** based on your review.

#### Step 5: Send Report Back to Epassi

Return the updated report to **Epassi**.

#### Step 6: Epassi Action Report

Epassi will distribute the **approved applications** to gyms and **Reward Gateway** **Edenred**.

#### Step 7: Download the Smart Pay Deduction

All approved applications will be included for **Payroll** on the first deduction report after the 1st of the month following the approval cut off.



## When are approvals done?

- The application window closes on the 20<sup>th</sup> of the month at the latest and verifications will need to be confirmed by the 24<sup>th</sup> to be set up from the 1<sup>st</sup> of the month. The exact deadline is always displayed on the Epassi website.
- During seasonal periods, the process may start earlier. Christmas dates will be communicated by Epassi several months in advance.
- If applications are not approved in time, the selection will be invalid and the employee must return to SmartHub to make the selection again on GymFlex.

## Notifications

The employer will receive an **email containing an attached document** that includes the employee selections from your GymFlex account manager. This document is **password-protected** to ensure security. After reviewing, the employer will confirm which selections have been approved and will send that information directly to their GymFlex account manager at Epassi. Any **rejections** are handled by the employer.

## If the employee wants to cancel

- **Cancellations**

As per the GymFlex terms and conditions, the GymFlex membership is noncancelable. In certain circumstances, and in line with the chosen GymFlex Gym's own Terms and Conditions it may be possible to upgrade, suspend or terminate a membership. This is subject to approval by the employer and then submitted to the club directly for the final decision.

- **Cooling-Off Period**

Subject to the Consumer Rights Regulation the employee has 14 days after the date the GymFlex Membership was selected to cancel without penalty. Please note, depending on payroll timings, a deduction may still occur.

- **What Happens Next**

When Epassi confirms your cancellation with Reward Gateway Edenred, **SmartPay will update your application status to “Cancelled.”** This will be notified in the subsequent Deduction reports. Any deductions will need to be refunded to the employee via payroll.

# Invoicing Process

## Who Invoices Who

Invoices are created by our finance system and sent to the employer by email with the invoice attached. This is all based on an invoice that is received from Epassi.

## Frequency

Invoices are generated monthly after the benefit window closes and all approvals are completed. Memberships will be invoiced by the end of the month **before** the membership starts.

## 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.

- Accounts Receivable-RG [accounts.receivable@rewardgateway.com](mailto:accounts.receivable@rewardgateway.com)

# 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. This is our recommended report for deductions.
- **Summary Report:** This report presents the overall deductions for each employee.

## Help downloading a report

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

- [Smart Pay Deduction Report Article Link](#)
- [How to Download your Monthly Deduction report – Video](#)

## Partner Links

- Contact details
  - [info@gymflex.co.uk](mailto:info@gymflex.co.uk)
  - 0345 300 6474

C1 – Public

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**Approvals**

Name	Company	Title	Date
Samantha Cleaver	Edenred – Reward Gateway	Consultant & Project Manager	12/12/2025
Jessica Allison	Epassi	Senior Partnership manager	09/01/2025