

1. Executive Summary

Executive Summary

Gym Franchise App – Core Requirements

This document defines the **mandatory core features** required to launch and operate a **reliable, scalable gym franchise app**.

The goal of this app is not to experiment with trends or gamification in the first phase. The goal is to **standardize operations, reduce manual workload, increase member retention, and prepare the franchise for growth**.

To achieve this, the app must first function as a **stable operational system** before it evolves into an engagement or marketing platform.

Why These Features Are Non-Negotiable

A gym franchise operates in a real-world environment:

- Peak hours
- Staff turnover
- Technical outages
- Members of all age groups
- Multiple locations with different rules

Because of this, the app must support **both digital and physical access**, clear responsibilities, and operational fallbacks.

Every feature listed in this document exists to solve one of the following:

- Daily gym operations
- Member access & fairness
- Revenue protection
- Legal compliance
- Franchise consistency

If any of these foundations are missing, advanced features such as gamification, challenges, or AI-driven experiences will fail or create friction.

Core Principles of the App

1. **Reliability over novelty**
The app must work every day, even when phones, internet, or systems fail.
 2. **Franchise-first architecture**
The system must support multiple locations, shared rules, and clear data boundaries between local gyms and franchise management.
 3. **Digital + Physical Access**
Members must be able to access the gym via:
 - Mobile app (QR / digital ID)
 - Physical RFID/NFC card or wristbandThis ensures fast entry, inclusivity, and operational stability.
 4. **Clear roles and accountability**
Members, trainers, gym managers, and franchise administrators all have different permissions and responsibilities.
 5. **Scalable by design**
New locations, new rules, and future features must be addable without rebuilding the system.
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What This Document Covers

This document defines the **minimum feature set** required for launch, including:

- Member and membership management
- Role-based access control
- Physical access via card or wristband
- Check-in and attendance tracking
- Class scheduling and booking
- Payments and billing
- Staff and trainer tools
- Administrative dashboards
- Manual overrides and operational fallbacks
- Audit logs and accountability
- Legal compliance (GDPR)
- Support and issue handling
- Migration and launch readiness
- Technical foundations for scalability

These features together form the **foundation** of the gym's digital ecosystem.

What This Document Does Not Cover

This document intentionally **does not focus on**:

- Gamification
- Social features
- Challenges and leaderboards
- AI coaching
- Wearable integrations
- Advanced monetization layers

These are addressed in a **separate vision document**, once the core system is stable and trusted by members and staff.

Strategic Approach

The rollout strategy is intentionally phased:

Phase 1: Build a stable, reliable operational foundation

Phase 2: Increase engagement and retention

Phase 3: Expand monetization, branding, and competitive differentiation

This approach minimizes risk, protects daily operations, and maximizes long-term value for the franchise.

2. Core Principles & Scope

2. Core Principles & Scope

This section defines the **non-negotiable principles** that guide the design, development, and rollout of the gym franchise app.

These principles exist to ensure the app remains **usable in daily operations, adopted by staff, and trusted by members** across all locations.

2.1 Operational Reality First

The app must support how gyms actually operate in real life, including:

- Peak-hour traffic
- Staff working under time pressure
- Members with different levels of technical ability
- Temporary technical issues (internet, devices, systems)

Design decisions must favor reliability and clarity over complexity or novelty.

If a feature increases operational friction, it does not belong in the core system.

2.2 Digital and Physical Access Are Equal

The app is not the only access method.

Every member must be able to:

- Check in digitally (mobile app)
- Check in physically (RFID/NFC card or wristband)

Both access methods:

- Are linked to the same member account
- Follow the same membership and access rules
- Are interchangeable without affecting the member experience

This ensures:

- Fast entry during peak hours
 - Inclusivity for all age groups
 - Full operational continuity during technical outages
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2.3 Clear Roles, Clear Responsibilities

The system enforces **role-based access control** to prevent confusion and misuse.

Defined roles include:

- Members
- Trainers
- Gym managers
- Franchise administrators

Each role has:

- Clearly defined permissions
- Access only to relevant data
- Accountability for actions taken within the system

This prevents operational conflicts and protects sensitive data.

2.4 Franchise-First Structure

The app is designed for a **multi-location franchise**, not a single gym.

This includes:

- Location-specific rules and configurations
- Controlled cross-location access
- Clear data separation between locations
- Aggregated oversight for franchise management

New locations must be addable without requiring app redesign or redevelopment.

2.5 Manual Overrides and Operational Fallbacks

The system must never block gym operations.

Staff must be able to:

- Manually check in members
- Manually manage class attendance
- Verify membership status without relying on the member's device
- Continue operations during temporary outages

Manual overrides are not exceptions; they are a core operational requirement.

2.6 Transparency and Accountability

All critical actions in the system must be traceable.

This includes:

- Membership changes
- Cancellations
- Access overrides
- Administrative edits

Each action is logged with:

- Timestamp
- Responsible role or user

This protects members, staff, and franchise management in case of disputes.

2.7 Privacy, Security, and Compliance

Member data must be handled responsibly and in compliance with applicable regulations.

This includes:

- GDPR-compliant data handling
- Consent management
- Data access limitations based on role
- Secure storage of personal and payment data

Compliance is not optional and is treated as a foundational requirement.

2.8 Scope Control and Feature Phasing

To ensure successful delivery, features are introduced in phases.

This document defines **only the minimum feature set required for launch**.

Advanced features such as:

- Gamification
- Social interactions
- AI-driven coaching
- Wearable integrations

Are intentionally excluded from the initial scope and addressed in a separate future vision document.

Summary

These principles ensure the app:

- Works reliably in daily gym operations
- Scales with the franchise
- Is adopted by staff and members
- Provides a stable base for future innovation

All following sections in this document are evaluated against these principles.

3. Onboarding & Activation (First-Time Experience)

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The first interaction with the app determines whether members and staff will adopt it or avoid it.

The onboarding experience must be **clear, fast, and frictionless**, requiring no prior explanation from staff.

3.1 First-Time User Onboarding

Upon first login, users are guided through a short onboarding flow that:

- Explains the primary purpose of the app
- Shows how to:
 - Check in
 - Book classes
 - View membership status
- Confirms the user's assigned home gym
- Explains available access methods (app and physical card/wristband)

The onboarding flow must be:

- Short
 - Skippable
 - Re-accessible later from settings
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3.2 Membership & Access Confirmation

Before the app can be used fully, the system must clearly confirm:

- Membership type
- Membership status (active, frozen, expired)
- Access permissions (home gym, cross-location access)
- Linked access media:
 - Mobile app
 - RFID/NFC card or wristband

This reduces confusion and prevents front-desk disputes.

3.3 Physical Access Media Assignment

During onboarding or at the front desk:

- A physical access card or wristband is assigned to the member
- The identifier is linked to the member's profile
- Lost or damaged media can be:
 - Deactivated
 - Replaced
 - Reassigned

Members must be informed that:

- Physical access is the primary fallback
 - The app and physical access work interchangeably
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3.4 Trainer & Staff Onboarding

Staff and trainers require a separate onboarding experience.

This includes:

- Role-specific introduction
- Explanation of responsibilities within the app
- Overview of available tools (class lists, attendance, overrides)

This ensures consistent usage across locations and reduces training effort.

3.5 Activation Completion Criteria

Onboarding is considered complete when:

- The user has successfully logged in
- Membership status is verified
- At least one access method is confirmed
- The user understands how to check in

Only after this point is the user considered “active” in the system.

Summary

A structured onboarding process ensures:

- Faster adoption
- Fewer support requests
- Less front-desk intervention
- Higher trust in the system

The onboarding experience is a core operational component, not a marketing feature.

4. User & Membership Management

4. User & Membership Management

User and membership management form the **core identity layer** of the app. All access rights, payments, and operational decisions depend on this foundation.

4.1 User Accounts

Each user has a unique account associated with their personal identity.

User accounts include:

- Full name
- Contact details
- Profile image (optional)
- Assigned home gym location
- Linked access media (app, card, wristband)

Each user account is tied to **one individual** and cannot be shared.

4.2 Membership Types

The system supports multiple membership types, defined by the franchise.

Examples include:

- Single-location memberships
- Multi-location memberships
- Time-limited or promotional memberships

Each membership type defines:

- Access permissions
- Class eligibility
- Location restrictions
- Billing rules

Membership rules must be configurable without app updates.

4.3 Membership Status Management

Each membership has a clearly defined status:

- Active
- Frozen
- Expired
- Cancelled

Membership status directly controls:

- Gym access
- Class bookings
- App feature availability

Status changes take effect immediately across all access methods.

4.4 Membership Lifecycle

The system tracks the full lifecycle of a membership, including:

- Start date
- Renewal date
- Suspension periods
- Cancellation date

Automatic status transitions must be supported to prevent manual errors.

4.5 Access Enforcement

Membership rules are enforced consistently across:

- Mobile app access
- Physical card or wristband check-in
- Manual staff verification

No access method may bypass membership validation.

4.6 Member Self-Service

Members can:

- View their membership details
- See renewal dates
- Update personal information
- View access history

Changes that affect billing or access rights require appropriate permissions.

Summary

A clear and consistent membership system ensures:

- Fair access for all members
- Predictable revenue
- Reduced front-desk conflicts
- A stable base for franchise operations

All following sections rely on this identity and membership foundation.

5. Identity, Access & Permissions

5. Identity, Access & Permissions

A gym franchise requires clear separation of responsibilities and controlled access to data and actions.

This section defines how identities, roles, and permissions are handled within the system.

5.1 Role-Based Access Control

Every user in the system is assigned a **role**.

Permissions are determined strictly by role, not by individual preference.

Core roles include:

- **Member**
- **Trainer**
- **Gym Manager**
- **Franchise Administrator**

Additional roles can be added if required by the franchise.

5.2 Member Permissions

Members can:

- Access the gym according to their membership
- Check in via app or physical access media
- Book and cancel eligible classes
- View their own history and data

Members **cannot**:

- View other members' data
 - Modify system rules
 - Override access decisions
-

5.3 Trainer Permissions

Trainers can:

- View their assigned classes
- See attendance lists for their classes
- Receive class-related notifications
- Access limited member information relevant to their classes

Trainers **cannot**:

- Modify memberships
- Access financial data
- View franchise-wide analytics

This ensures trainers have what they need without exposing sensitive data.

5.4 Gym Manager Permissions

Gym managers can:

- Manage members within their own location
- Assign and manage classes and trainers
- Perform manual check-ins and overrides
- View location-specific analytics
- Handle operational issues at their gym

Gym managers **cannot**:

- Access data from other locations
 - Change franchise-wide rules
 - View aggregated franchise financials
-

5.5 Franchise Administrator Permissions

Franchise administrators can:

- Access aggregated data across all locations
- Define membership types and rules
- Configure access policies

- Manage locations and managers
- View system-wide analytics and reports

This role ensures consistency across the franchise while respecting local autonomy.

5.6 Permission Enforcement

All permissions are enforced consistently across:

- Mobile app
- Admin dashboard
- Physical access systems
- Manual overrides

No action may be performed outside of the user's assigned role.

5.7 Accountability

All permission-based actions are:

- Logged
- Timestamped
- Linked to the responsible role or user

This ensures transparency and accountability across the organization.

Summary

Clear identity and permission rules:

- Prevent misuse
- Protect sensitive data
- Reduce internal conflicts
- Enable scalable franchise operations

This structure ensures that every user interacts with the system only within their defined responsibilities.

6. Physical Access (RFID / NFC Card or Wristband)

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Physical access media provide a **reliable, fast, and inclusive** method for gym entry and attendance tracking.

They are a core part of the access system and are treated as equal to the mobile app.

6.1 Supported Access Media

Each member can be assigned one or more physical access identifiers, such as:

- RFID card
- NFC wristband

These identifiers are:

- Linked to the member's account
 - Unique and non-transferable
 - Managed centrally within the system
-

6.2 Linking and Management

Physical access media can be:

- Assigned at onboarding
- Replaced if lost or damaged
- Deactivated immediately if required

Multiple access methods (app + physical media) can exist for one member without conflict.

6.3 Access Validation

Every physical check-in:

- Validates membership status
- Applies location and access rules
- Records attendance in real time (or syncs when online)

Physical access **does not bypass** membership rules.

6.4 Operational Advantages

Physical access enables:

- Faster entry during peak hours
 - Reduced front-desk workload
 - Inclusivity for members without smartphones
 - Continued operation during app or network issues
-

6.5 Staff Visibility and Control

Staff can:

- View the access status of a card or wristband
- Deactivate or replace access media
- Verify membership manually if needed

This ensures operational control without dependence on the member's device.

Summary

Physical access media ensure that gym operations remain:

- Fast
- Reliable
- Inclusive
- Resilient to technical failures

They are a foundational requirement for any scalable gym franchise system.

7. Franchise & Location Logic

7. Franchise & Location Logic

The app is designed to operate across multiple gym locations under a single franchise structure.

This section defines how locations, rules, and data boundaries are handled.

7.1 Location Structure

Each gym location is represented as an independent entity within the system.

Each location includes:

- Address and contact details
- Opening hours
- Facilities and services
- Assigned staff and trainers

Locations can be added, updated, or deactivated without affecting the overall system.

7.2 Home Gym Assignment

Each member is assigned a **home gym**.

The home gym:

- Defines default access rights
- Determines applicable membership rules
- Is used for reporting and analytics

Home gym assignment can be changed by authorized staff.

7.3 Cross-Location Access Rules

The system supports configurable cross-location access, such as:

- Home-gym-only access

- Limited visits to other locations
- Full franchise-wide access

Rules are:

- Defined by the franchise
 - Enforced automatically
 - Applied consistently across all access methods
-

7.4 Data Boundaries and Visibility

Data access is strictly controlled by role and location.

- Gym managers can access data for their own location only
- Franchise administrators can view aggregated data across all locations
- Members can access only their own data

This ensures data privacy and prevents operational conflicts.

7.5 Location-Level Configuration

Each location can have:

- Custom class schedules
- Assigned trainers
- Local announcements
- Location-specific rules within franchise limits

This balances standardization with local flexibility.

Summary

Clear franchise and location logic ensures:

- Consistent member experience
- Fair access across locations
- Data protection
- Scalable growth of the franchise

This structure allows the app to grow from a few locations to many without redesign.

8. Check-In & Attendance Tracking

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Check-in and attendance tracking provide real-time insight into gym usage and member activity.

This system must be accurate, fast, and resistant to misuse.

8.1 Check-In Methods

Members can check in using:

- Mobile app (QR or digital ID)
- Physical RFID/NFC card or wristband
- Manual staff check-in (override)

All methods follow the same validation rules.

8.2 Membership Validation

Every check-in verifies:

- Active membership status
- Location access permissions
- Time-based or usage-based restrictions

Invalid check-ins are blocked and clearly communicated to staff or members.

8.3 Attendance Recording

Each check-in records:

- Date and time
- Location
- Access method used

Attendance records are stored centrally and synced if offline.

8.4 Abuse Prevention

To prevent misuse, the system supports:

- Cooldown periods between check-ins
- Duplicate check-in prevention
- Optional location validation

These measures ensure fair usage across the franchise.

8.5 Operational Visibility

Staff can:

- View current check-ins
- Verify a member's last visit
- Identify peak usage times

This helps with capacity planning and staff allocation.

Summary

A robust check-in and attendance system ensures:

- Fair access enforcement
- Accurate usage data
- Reduced manual tracking
- Reliable insights for management

Attendance data is foundational for both operations and future engagement features.

9. Classes & Scheduling

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The class and scheduling system must support both **member convenience** and **staff efficiency** while preventing overbooking and confusion.

9.1 Class Management

Each location can define its own classes, including:

- Class name and type
- Description
- Duration
- Maximum capacity
- Assigned trainer
- Location and room (if applicable)

Classes can be created, updated, or cancelled by authorized staff.

9.2 Class Timetable

Members can view a clear timetable that:

- Is filtered by location
- Shows class availability in real time
- Displays trainer information
- Clearly indicates fully booked classes

The timetable must always reflect the latest schedule changes.

9.3 Class Booking & Cancellation

Members can:

- Book eligible classes
- Cancel bookings within defined rules

- See booking confirmation immediately

Booking rules (e.g. cancellation deadlines, penalties) are configurable by the franchise.

9.4 Waitlist Management

When a class is fully booked:

- Members can join a waitlist
- The system automatically promotes members if spots free up
- Promoted members receive a notification

This ensures high class utilization without manual intervention.

9.5 Attendance Verification

Class attendance is verified via:

- Check-in at the class
- Trainer confirmation
- Manual staff adjustment if required

Attendance data is stored for reporting and future engagement features.

9.6 Trainer View

Trainers can:

- View their upcoming classes
- See attendee lists
- Receive class-related notifications
- Confirm or adjust attendance

This ensures trainers are aligned with the system and reduces administrative overhead.

Summary

A reliable class and scheduling system:

- Increases member retention
- Improves class utilization
- Reduces no-shows
- Aligns trainers, staff, and members

Class data also feeds future engagement and gamification features.

10. Payments & Billing

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The payment and billing system must be **reliable, transparent, and easy to manage** for both members and staff.

10.1 Membership Payments

The system supports recurring membership payments, including:

- Monthly memberships
- Yearly memberships
- Promotional or time-limited plans

Billing cycles are defined by the franchise and applied automatically.

10.2 Payment Methods

Supported payment methods include:

- Credit and debit cards
- SEPA direct debit (where applicable)

Payment methods can be added or updated by members through the app.

10.3 Payment Status Handling

The system clearly tracks and displays:

- Successful payments
- Failed payments
- Overdue balances

Payment failures trigger:

- Automatic member notifications
- Access restrictions according to franchise rules

10.4 Invoices and Receipts

Members can:

- View and download invoices
- Access payment history

Invoices must meet legal and accounting requirements.

10.5 Membership Changes

The system supports:

- Membership upgrades
- Membership downgrades
- Plan changes

Changes are applied according to predefined rules to prevent billing errors.

10.6 Staff and Admin Oversight

Authorized staff can:

- View payment status
- Identify overdue accounts
- Resolve billing issues within their permission scope

Sensitive financial data is restricted to authorized roles.

Summary

A stable payment and billing system ensures:

- Predictable revenue
- Reduced manual administration
- Transparent communication with members

- Fair and consistent access enforcement

Billing integrity is essential for long-term franchise stability.

11. Communication & Notifications

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Clear and timely communication is essential for smooth gym operations and member satisfaction.

The app serves as the **primary communication channel** between the gym and its members.

11.1 Announcement System

The system supports in-app announcements at different levels:

- **Franchise-wide announcements**
 - General updates
 - Policy changes
 - Campaigns
- **Location-specific announcements**
 - Opening hour changes
 - Local events
 - Maintenance notices

Announcements are clearly labeled by source and location.

11.2 Push Notifications

Push notifications are used for **time-sensitive and critical information**, including:

- Class booking confirmations
- Class cancellations or changes
- Payment failures
- Membership status changes
- Important operational updates

Notifications must be reliable and delivered in a timely manner.

11.3 Notification Preferences

Members can:

- Manage notification preferences
- Opt in or out of non-critical notifications

Critical notifications (e.g. access or payment issues) cannot be fully disabled.

11.4 Staff Communication

Staff and trainers receive role-specific notifications, such as:

- Class schedule changes
- Attendance updates
- Operational alerts

This ensures staff stay aligned without relying on external messaging tools.

11.5 Communication History

The system keeps a record of:

- Sent announcements
- Delivered notifications

This provides transparency and supports dispute resolution.

Summary

A centralized communication system:

- Reduces confusion
- Prevents missed classes
- Improves member trust
- Replaces informal channels like WhatsApp or printed notices

Clear communication is a core operational requirement, not a marketing feature.

12. Workout Content (Baseline)

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The app provides a **basic workout content layer** to deliver immediate value beyond access and administration.

This content supports members in training independently and complements in-gym experiences.

12.1 Workout Library

The system includes a structured workout library with:

- Beginner, intermediate, and advanced workouts
- Clear exercise descriptions
- Visual references (images or short videos)
- Safety and form guidance

Content is standardized across the franchise.

12.2 Workout Plans

Members can:

- Select predefined workout plans
- Follow structured routines
- View plan details and progression

Workout plans are informational and do not replace personal training.

12.3 Workout History

The system tracks:

- Completed workouts
- Dates and basic activity history

This data is stored for member reference and future engagement features.

12.4 Content Scope Limitation

At this stage, workout content is:

- Non-personalized
- Non-competitive
- Non-gamified

Advanced training logic is intentionally excluded from the core system.

Summary

Baseline workout content:

- Adds immediate value for members
- Encourages regular gym usage
- Supports independent training

This layer provides a foundation for future engagement features without increasing complexity.

13. Staff & Trainer Tools

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Staff and trainers must be able to perform their daily tasks efficiently within the app.

If staff cannot rely on the system, they will bypass it.

13.1 Trainer Tools

Trainers can:

- View their assigned classes and schedules
- Access attendee lists for upcoming classes
- Receive notifications for schedule changes
- Confirm or adjust class attendance

Trainer tools are focused on clarity and speed, not administration.

13.2 Staff Operational Tools

Authorized staff can:

- Check in members manually
- Verify membership status
- Manage class attendance
- Assign or reassign trainers
- Resolve basic member issues

These tools reduce front-desk workload and dependency on external systems.

13.3 Role-Based Interfaces

Staff and trainers see interfaces tailored to their role:

- No unnecessary options
- Clear task flows

- Minimal training required

This improves usability and reduces errors.

Summary

Dedicated staff and trainer tools:

- Increase system adoption
- Reduce operational friction
- Improve data accuracy
- Support consistent service across locations

Staff usability is critical for long-term success.

14. Admin Dashboard (Operations)

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The admin dashboard provides authorized users with oversight and control over gym operations.

It is designed for clarity, speed, and reliability.

14.1 Member Management

Authorized administrators can:

- View and manage member profiles
- Update membership status
- Assign or replace access media
- Handle freezes and cancellations

Actions are permission-controlled and logged.

14.2 Class and Schedule Management

Administrators can:

- Create, update, and cancel classes
- Assign trainers
- Adjust class capacity
- Manage waitlists

Changes take effect immediately across the system.

14.3 Attendance and Usage Insights

The dashboard provides access to:

- Daily and weekly attendance data
- Class participation rates

- Peak usage periods

Insights support operational planning and staffing decisions.

14.4 Location-Level Administration

Gym managers can:

- Manage their own location's data
- Publish local announcements
- Handle operational issues

Franchise administrators can:

- View aggregated data
 - Manage locations and managers
 - Define global rules
-

Summary

A centralized admin dashboard:

- Reduces manual administration
- Improves operational oversight
- Enables consistent franchise management

This dashboard is essential for running the gym effectively at scale.

15. Audit Logs & Accountability

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Audit logs ensure transparency, traceability, and accountability across all system actions.

They protect members, staff, and franchise management in case of disputes or errors.

15.1 Logged Actions

The system logs all critical actions, including:

- Membership creation, changes, and cancellations
 - Payment-related status changes
 - Manual access overrides
 - Class and schedule modifications
 - Administrative configuration changes
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15.2 Log Details

Each log entry includes:

- Action performed
- Date and time
- Responsible role or user
- Affected member or resource

Logs are stored securely and cannot be edited by users.

15.3 Access to Logs

Access to audit logs is restricted:

- Gym managers can view logs for their own location
- Franchise administrators can view aggregated logs

Members do not have access to internal audit logs.

15.4 Dispute Resolution

Audit logs support:

- Investigation of access issues
- Resolution of billing disputes
- Accountability in administrative decisions

They serve as a neutral system of record.

Summary

Audit logs:

- Increase trust in the system
- Reduce internal conflicts
- Provide legal and operational protection

They are a foundational requirement for any franchise-grade platform.

16. Support & Issue Reporting

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A centralized support and issue reporting system is essential for maintaining smooth operations and member satisfaction.

The app must provide clear paths for reporting problems without relying on informal communication channels.

16.1 Member Support Requests

Members can submit support requests directly from the app, including:

- Access issues
- Membership or billing questions
- App-related problems

Requests are categorized to allow efficient handling.

16.2 Staff and Trainer Issue Reporting

Staff and trainers can report:

- Operational issues
- Access or hardware problems
- Scheduling conflicts

This ensures problems are documented and resolved systematically.

16.3 Support Handling and Visibility

Support requests include:

- Description of the issue
- Affected location or class
- Submission timestamp

Authorized staff can:

- View open requests
 - Update status
 - Communicate resolution progress
-

16.4 Communication and Resolution Tracking

Members receive:

- Confirmation of their request
- Updates when status changes
- Notification upon resolution

All support interactions are logged for accountability.

Summary

An integrated support system:

- Reduces chaos at the front desk
- Improves response times
- Creates a clear record of issues and resolutions

Support is treated as part of daily operations, not an afterthought.

17. Migration & Setup (Launch Readiness)

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Most gyms already operate with existing systems, spreadsheets, or manual processes.

The app must support a **controlled and low-risk transition** from current operations to the new system.

17.1 Member Data Migration

The system supports importing existing member data, including:

- Member names and contact details
- Membership types and status
- Home gym assignment

Imports can be performed via structured files (e.g. CSV) and reviewed before activation.

17.2 Membership and Access Setup

Before launch, administrators can:

- Define membership types and rules
- Configure access permissions
- Assign or prepare physical access media (cards or wristbands)

This ensures members experience no interruption in access during the transition.

17.3 Class and Schedule Migration

Existing class schedules can be:

- Imported
- Manually recreated
- Validated before going live

This prevents gaps or confusion during the first weeks of operation.

17.4 Parallel Operation Period

The system supports a short parallel phase where:

- Old processes and the new app run side by side
- Staff can verify accuracy
- Issues can be resolved before full cutover

This minimizes risk during rollout.

17.5 Location-by-Location Rollout

For franchises, rollout can be:

- Per location
- Per region
- Staged over time

This allows lessons learned from early locations to improve later deployments.

Summary

A structured migration and setup process:

- Reduces launch risk
- Prevents operational downtime
- Builds staff confidence
- Ensures a smooth transition for members

Launch readiness is a core success factor, not a technical detail.

18. Legal & Compliance

18. Legal & Compliance

The app must comply with all applicable legal and regulatory requirements to protect members, staff, and the franchise.

Compliance is treated as a **foundational requirement**, not an optional feature.

18.1 Data Protection & Privacy

Member data is handled in accordance with data protection regulations, including GDPR where applicable.

This includes:

- Lawful data processing
- Purpose limitation
- Data minimization
- Secure storage and transmission

Members are informed transparently about how their data is used.

18.2 Consent Management

The system records and manages:

- User consent for data processing
- Consent for communications
- Acceptance of terms and conditions

Consent status is stored and auditable.

18.3 User Rights

Members can:

- Access their personal data

- Request data correction
- Request data deletion, where legally permissible

Requests are handled within defined timeframes.

18.4 Payment & Financial Compliance

Payment processing complies with:

- Applicable financial regulations
- Secure handling of payment data
- Industry standards for payment security

Sensitive payment information is never exposed to unauthorized users.

18.5 Access and Usage Policies

Terms of use define:

- Acceptable use of the app
- Access rules
- Consequences of misuse

These policies are enforced consistently across all locations.

18.6 Legal Review & Approval

All legal texts and compliance-related implementations must be reviewed and approved by a qualified legal professional.

This includes, but is not limited to:

- Terms and Conditions
- Privacy Policy
- Consent flows

- Data retention and deletion rules
- Payment-related legal disclosures

The role of the app is to **technically enforce** legally approved requirements.

Legal responsibility and interpretation remain with the appointed legal advisor.

Summary

Legal and compliance measures:

- Protect member trust
- Reduce legal risk
- Enable long-term franchise growth

A compliant system supports stability and credibility across the organization.

19. Technical Foundations & Scalability

19. Technical Foundations & Scalability

The technical architecture of the app must support reliability, security, and long-term growth.

Technical decisions are guided by **stability first, scalability second, complexity last**.

19.1 Scalable Architecture

The system is designed to:

- Support multiple gym locations
- Add new locations without app redeployment
- Handle increasing numbers of users and check-ins

Growth must not require structural redesign.

19.2 Configuration Over Hardcoding

Business rules such as:

- Membership types
- Access permissions
- Class booking rules
- Notification behavior

Must be configurable through administrative settings rather than hardcoded logic.

19.3 Reliability and Availability

The system prioritizes:

- High availability
- Graceful handling of outages
- Offline tolerance for critical operations

Core gym functions must remain usable during temporary technical disruptions.

19.4 Security Foundations

The platform enforces:

- Secure authentication
- Role-based access control
- Secure data storage and transmission
- Protection against unauthorized access

Security measures are applied consistently across all components.

19.5 Data Protection and Backups

The system includes:

- Regular data backups
- Defined retention policies
- Secure recovery procedures

This ensures business continuity and data integrity.

19.6 Future Readiness

The architecture supports future enhancements, including:

- Gamification features
- Analytics expansion
- Integrations with external systems
- Wearable and health platform integrations

These additions must not compromise core system stability.

Summary

A strong technical foundation:

- Protects daily operations
- Enables franchise growth
- Reduces long-term costs
- Supports future innovation

This foundation ensures the app can evolve without losing reliability.
