

## One Pass Select FAQs

### One Pass Select General FAQs:

#### What is One Pass Select?

One Pass Select is a subscription fitness and well-being program that's designed around you and your goals. Starting at \$5 per month, there are five membership tiers to choose from with the option to change tiers monthly.

- The digital membership tier provides you discounted access to over 40,000 on-demand and livestreaming exercise classes through different fitness apps (Daily Burn, Yogaworks, Fitbit Premiums, etc.).
- The Classic, Standard, Premium, and Elite membership tiers include access to thousands of gyms, free access to digital fitness apps, as well as free Shipt and Walmart+ grocery and household good delivery memberships.

#### How do I access the One Pass experience?

To access One Pass Select, go to [onepassselect.com](https://onepassselect.com) If you are visiting for the first time, you will need to register by clicking the 'get started' button, then enter your first, last names and DOB. If you are a return user, you can log into Rally with the email and password you created during registration.

#### What is 2 Factor Authentication?

2 Factor Authentication is required for security purposes in an effort to keep member information secure in the event the member is hacked. 2 Factor Authentication is needed when member accesses One Pass Select from a new device, it is not required if the device is recognized/member has already accessed One Pass Select from the device.

#### How do I select my 2 Factor Authentication Communication method?

When registering on the portal for the first time, you will be prompted to select how you wish to receive your security code (text message, call or email) when login from a new device is recognized.



How do you want to get your security code?  
We recommend sending security codes to your phone.

Method

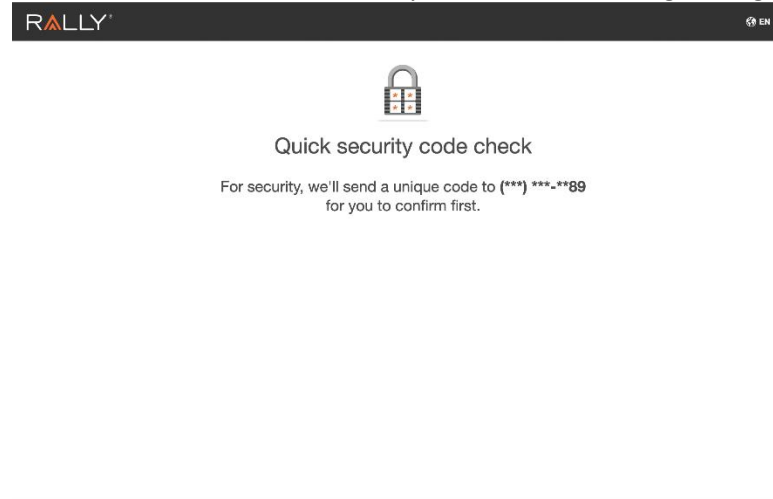
- Text Message (Recommended)
- Call
- Email (Not Recommended)

Phone Number

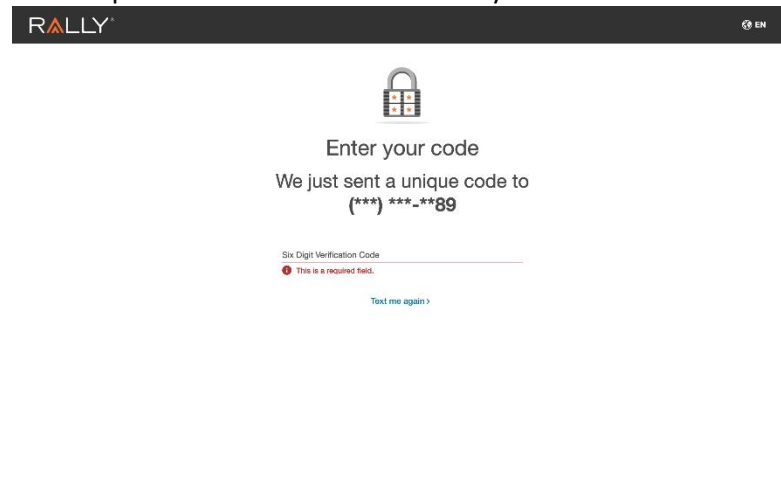
Don't forget your phone number.

## What happens when I log in from a new device?

When login from a new device is recognized, a screen will appear prompting you to click “send code” to the communication method that you selected when registering



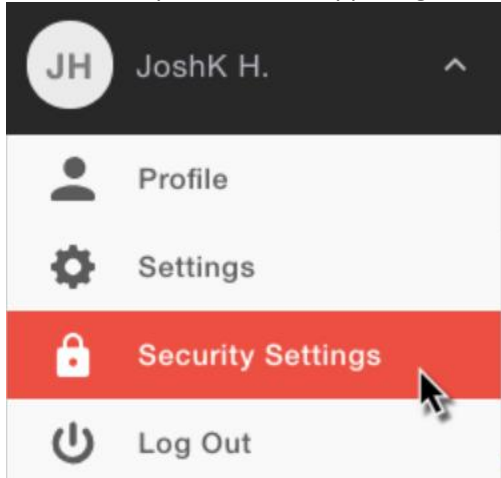
You will provide the code that is sent to you and click “continue”



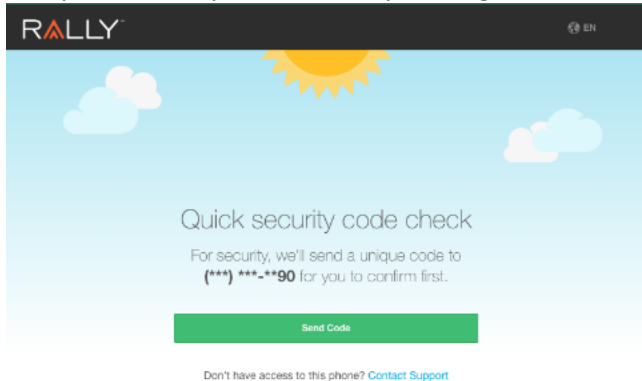
You will be redirected to your home page.

## How do I change my 2 Factor Authentication communication method?

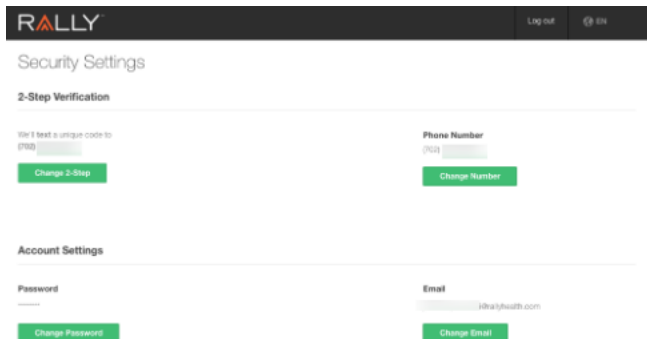
To change your 2 Factor Authentication communication method, log into the One Pass Select portal. Click the dropdown in the upper right-hand corner and click "Security Settings"



Complete security code check by clicking "send code" and provide the code that is sent



You will be redirected to the Security Settings screen where you can change your 2 Factor Authentication method



## What services are included at a participating fitness location?

As part of One Pass Select, participating gyms and fitness studios will provide access to the **standard services, amenities, and/or number of classes normally part of the participating fitness location's standard membership offering**. Contact the specific location(s) you are interested in joining to learn more. **While most locations are unlimited, some fitness studios such as Pure Barre, Orangetheory and**

**Club Pilates have monthly visit limits by location. Call your location or the member support number for specific details.** Also, grocery delivery service is available and included in most One Pass Select tier options.

**Do I have to pay for additional services at my fitness location? Are there any restrictions with the One Pass Select membership?**

You will receive a standard membership or class package with your One Pass Select enrollment. Extra services that consist of additional fees (such as personal training, fee-based group fitness classes, or additional classes outside of the standard membership offering) are not included and will have to be paid for out of pocket through your gym or fitness center. Contact the specific location(s) you are interested in joining to learn more. Other restrictions may apply as set forth in the applicable Terms and Conditions.

**What participating fitness locations are included in the One Pass Select network?**

Members will have access to participating locations within the membership tier selected and purchased. To see what locations are included in each membership tier, you can select “See what’s near you” on the membership tier page.

**What are the Grocery Delivery feature of One Pass Select?**

One Pass Select is partnered with Walmart+ and Shipt for the home delivery feature of One Pass Select.

**What will I have access to with Shipt?**

With One Pass Select, the \$99 annual membership fee is waived, and you will receive free shipping on orders over \$35. Access to Shipt through One Pass is included in the Classic – Elite One Pass membership tiers (Shipt is not included in the Digital Only membership tier).

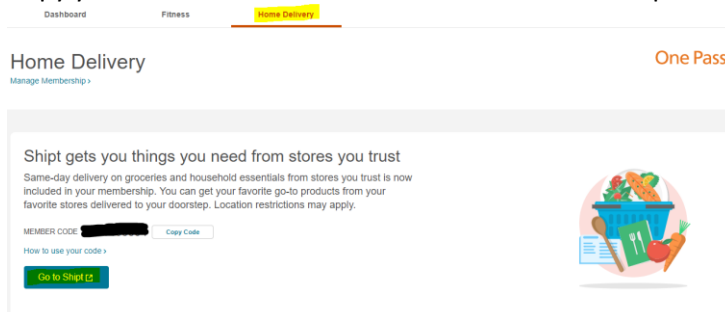
**What if I already have an annual membership with Shipt?**

If you previously signed up for an annual Shipt membership and later become eligible for One Pass Select, you will not be refunded your annual membership by Shipt. You will need to cancel your annual Shipt membership prior to the membership renewing and then you can enroll in Shipt through One Pass Select.

**How do I access Shipt with One Pass Select?**

Shipt is included in the Classic – Elite One Pass membership tiers (Shipt is not included in the Digital Only membership tier). To access Shipt:

1. Login to One Pass and go to the “Home Delivery” tab
2. Copy your One Pass member code and click “Go to Shipt”




3. Once on the Shipt landing page, provide your One Pass member code and complete registration

NOW INCLUDED IN One Pass

Get the things you need from stores you trust.

Unlimited same-day delivery of groceries, household essentials, and more brought right to your door – now included with One Pass®.

Member Code  [Get Started](#)



Provide your email and click “continue”

### Let's get started

Nice to meet you.



[Continue with Apple](#)

[Continue with Google](#)

[Continue with Facebook](#)

or

Sign up with email

Email

By clicking on sign up, you agree to Shipt's [Terms of Service](#) and [Privacy Notice](#).

[Continue](#)

Not ready to sign up? [Continue as a guest](#)

Already have an account? [Sign in](#)

Have a promo code? [Click here](#)

Complete registration and click “sign up”

### Let's get started

Nice to meet you.

Full Name

Email

Password

Re-enter Password

By clicking on sign up, you agree to Shipt's [Terms of Service](#) and [Privacy Notice](#).

[Sign up](#)

Already have an account? [Sign in](#)

Have a promo code? [Click here](#)

**Password must contain the following:**

- At least 8 characters
- An upper case character
- A lower case character
- At least one special character  
.-\_!@#\$%^&\*~
- Passwords must match


Provide your zip code and click “go” to see what retailers are partnered with Shipt in your area

Let's get started with your membership!

94002

[Go](#)

One Pass Shipt Membership information will display, click "Start Shipt Membership"

**Shipt**  @ Account




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**One Pass Membership**


OnePass Shipt membership. Delivery to your door! Cancel any time.

[Start Shipt Membership](#)

**Shipt benefits & membership perks:**





-  **\$0 delivery fee**  
Shipt members can place as many orders as they want throughout their membership with \$0 delivery fees on orders \$35+.
-  **Get delivery in as soon as 1 hour**  
Right now, tomorrow, or next week. Whenever you want your order, we'll deliver it - often in as soon as 1 hour.
-  **Cancel anytime**  
Need to cancel your membership? No problem. Cancel when you need to without penalties or additional fees.

Provide credit card information (credit card is kept on file for orders you place through Shipt, you will NOT be charged a membership fee)

**Shipt**  @ Account

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**Add payment method**


Card Number

Expiration Date  Security Code


ZIP

[Cancel](#) [Save](#)

Once completed, you can begin shopping through Shipt. You do not need to come back to One Pass Select portal to access Shipt in the future. Once you have completed registration with your One Pass Select member code via the One Pass Select portal, any subsequent visits to Shipt you can go directly to shipt.com or download the app and simply login with the credentials you created during registration.

**Shipt**  @ Account

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**Success!**

Welcome to the #ShiptLife

Ready to start saving time? Browse the aisles of your local store and fill your cart - all online!

[Start shopping now](#)

Download our app: It's your tool to the convenient grocery delivery of your dreams.

### Can I see if Shipt is available in my area before purchasing a One Pass Select membership tier?

To see if Shipt is available in your zip code area PRIOR to selecting a One Pass Select membership, visit [www.shipt.com](http://www.shipt.com). On the main screen, provide your delivery address and click “Get Started”. If Shipt is available in your area, you will be brought to a screen that displays all of the retailers in your area partnered with Shipt. If Shipt is NOT available in your area, a pop up will appear stating that deliveries are not available at this time and you can provide an email to be notified in the future if Shipt is added in your area.

### What do I have access to with Walmart+?

Members receive a complementary Walmart+ membership including free shipping with no minimum order. Members receive free grocery delivery with no item markups. Members will have access to the standard W+ membership, extra services may include additional fees that are not included.

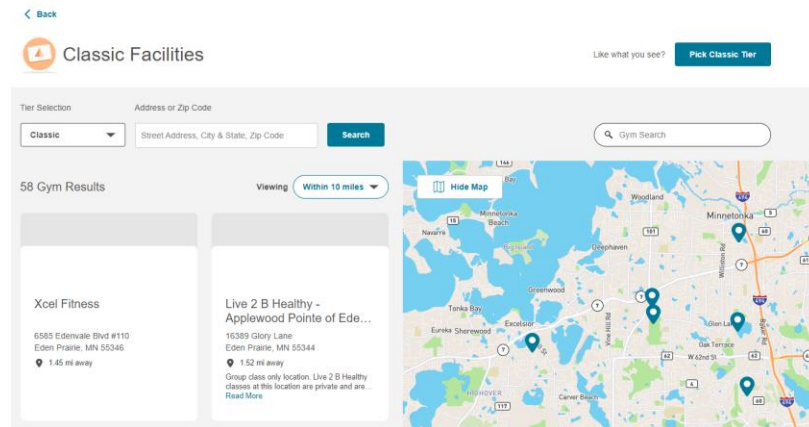
### One Pass Select Membership Enrollment FAQs:

#### How do I select my membership tier?

Log in to Rally and click on the One Pass tab at the top of the page. Choose the membership tier that fits your needs. You can switch anytime.

#### Can I search for gyms before purchasing a membership?

Yes, on the membership tier selection page at the bottom of each tile you can click “See what’s near you”. Once on the page, you can provide your zip code and see what gyms are in the tier near you. If the tier does not have what you are looking for, click the “back” button. If the tier has what you are looking for, click “Pick Tier” to be brought to the purchase and payment page.



#### How do I pay for my membership tier?

Enter your payment information with a credit or debit card. You will then be taken to the One Pass Select Member Dashboard where you can see your member code and navigate to Fitness or Home Delivery. One Pass Select is an employee-paid benefit. Fees are subject to state and local sales tax.

#### What is the billing cycle for One Pass Select?

**Membership is instant, and you will be charged for the full current calendar month on the day you sign up (One Pass Select does not offer proration).** On the 1st of each month, your payment method on

file will be charged a recurring monthly membership fee at your chosen tier level, for the following month.

### How do I cancel my One Pass Select Membership?

You may submit a cancellation request at any time. Because your One Pass Select membership is billed in advance, you must cancel at least 30 days in advance of your next billing date (1st of each month) for your cancellation to be effective at the end of the following calendar month. Cancellation requests received less than 30 days prior to the next billing date will be effective at the end of the second calendar month after you submit your cancellation.

### Do I have to pay for enrollment fee again if I cancel my One Pass Select?

Yes, they would have to pay the enrollment fee again unless they reactivate before their official cancellation date (when they lose access to One Pass Select).

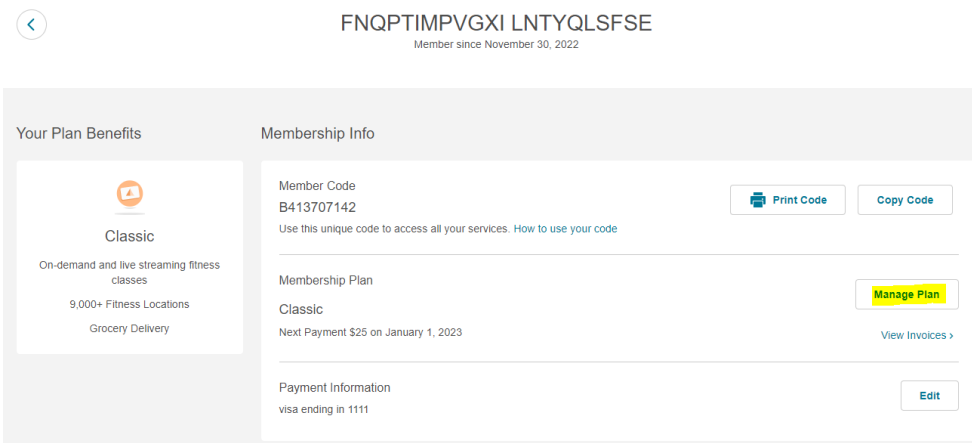
### Can I change my One Pass membership tier?

Yes, you can change your One Pass Select membership tier by following the directions below:

1. Navigate to the One Pass Dashboard and click the “Manage Membership” link



2. On the “Manage Membership” page, click “Manage Plan”



3. Click the blue “Select” button on the new tier you wish to enroll in
4. Click “Confirm Change”
  - a. You will have access to what is included in your new tier beginning on your next billing cycle (the first of each month).
  - b. Your credit card on file will be charged the new rate on your next billing cycle (the first of each month)
  - c. You will not have to pay enrollment fee again if you change tiers.



## Review and pay

**Standard**  
On-demand and live streaming fitness classes

10,500+ Fitness Locations • + Classic Tiers • Grocery Delivery

Total charge for next billing cycle: \$59 (plus applicable tax)

visa ending in 1111

The fee above will be charged to your designated payment method at the start of your next billing cycle, and your tier change will be effective on the 1st of the following month. By clicking 'Confirm Change', you agree that the [Subscription Terms](#) will continue to apply to your One Pass membership.

[Cancel](#) [Confirm Change](#)

### Does One Pass Select provide proof of purchase?

Yes, to view your One Pass Select invoices, follow the directions below:

1. On the One Pass Select Dashboard, click the "Manage Membership" link
2. Once on the Manage Membership page, click "View Invoices"

Membership Plan

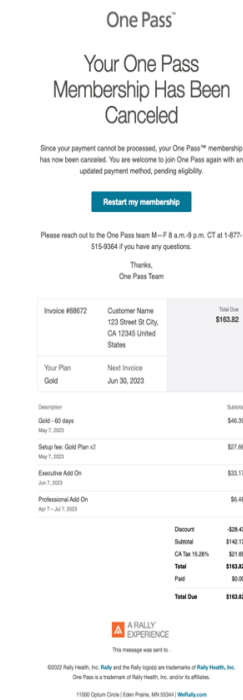
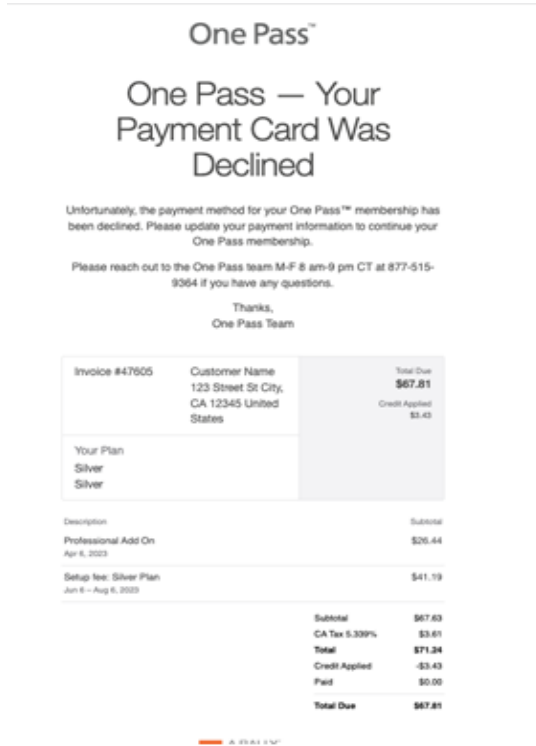
Classic [Manage Plan](#)

Next Payment \$25 on January 1, 2023 [View Invoices >](#)

3. Once on the Invoice page, you will be able to view and/or download a PDF of your past One Pass Select invoices.

### What if my credit card is declined or payment fails to go through? Is there a grace period for them to update their credit card information?

Members whose credit card fails to be charged will receive an email with the information shown below. They will receive a 27-day grace period before their One Pass Select account is cancelled. If their account is cancelled, they will receive an email notifying them of the cancellation.



### What happens if I leave my employer or am terminated?

You will have access to the One Pass Select portal until your employer communicates to One Pass Select that you are no longer eligible for One Pass Select. At that point, you will no longer be able to log into the One Pass Select portal. You will still be able to access in-person gyms, online fitness and home delivery partners that you have already registered with for the remainder of the month that you paid for. After the last month paid for is completed, One Pass Select will update your One Pass Select membership subscription to “Cancelled”. At this time, your credit card on file will automatically stop being charged. One Pass Select will communicate to gyms, online fitness vendors and other One Pass Select partners that you are no longer eligible for One Pass Select and are now responsible to pay for access out of pocket.

### Is there an App for One Pass Select?

There is not a specific One Pass Select app at this time, however if you have access to the Rally App, you can access One Pass Select from the Rally App on the dashboard. Please note, if you are new to Rally, you must register for One Pass Select via going to [onepassselect.com](http://onepassselect.com) and clicking the ‘get started’ button.

### How do I find gyms I have access to in my tier?

Click on the Fitness tab and find gyms using the ZIP code search.

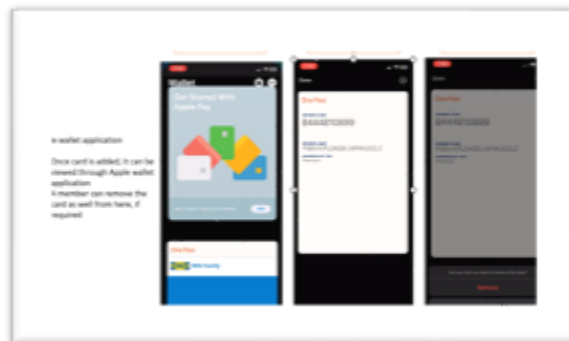
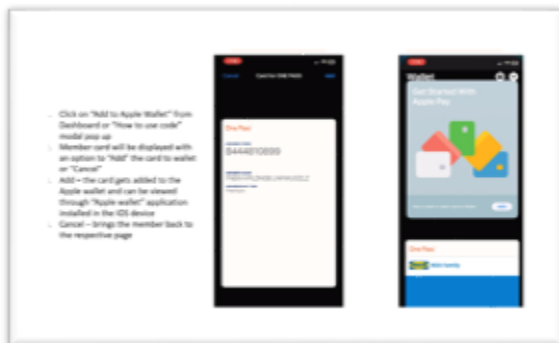
### Will I receive a One Pass Select member card?

No. You will not receive a One Pass Select member card. Once you have purchased a One Pass Select membership, you will be able to retrieve and print out your One Pass Select member code, which can be taken to a participating fitness location. You will use your member code to enroll with the fitness location upon your first visit. You must purchase a One Pass Select membership to receive a member code.

## How do you add your member code to Apple Wallet?

Go to the One Pass Select Dashboard inside the Rally App:

- click on how to use code,
- click on the “add to Apple Wallet” button
- “How to use code” will pop up, member will be displayed with an option to “add” the card to the wallet or cancel
- If the member chooses to “add” the card to the wallet, the code will be added to the Apple Wallet, if the member chooses “cancel” they will be brought to the respective page.



## Can I use multiple participating fitness locations?

Yes. With One Pass Select, you can use multiple fitness locations during the same month. You will need to present your member code to each new participating fitness location you want to utilize. The location will enroll you in the gym, providing access to a standard membership and/or classes at no additional cost. You can even use locations while traveling.

## What is the One Pass Select Member Code?

Your One Pass Select member code will begin with the letter “B” and is followed by nine (9) numerical digits and is unique to you. You will use your One Pass Select member code to enroll at in-person gyms and register with online fitness partners and other One Pass Select features.

## How do I start accessing gyms with One Pass Select?

Once you have obtained your One Pass Select member code, you will need to bring your One Pass Select member code to the gym(s) that you wish to access with One Pass Select. You will notify gym staff that you have One Pass Select and present them with your One Pass Select Member Code. The gym will add

your One Pass Select member code to your profile, and the gym will provide you with access to a standard membership and/or classes at no additional cost. You only need to register with your One Pass Select member code on the first visit. Any subsequent visits you can check in via whatever check-in method the gym partner has.

You MUST register with your One Pass Select member code with all gym partners you wish to access.

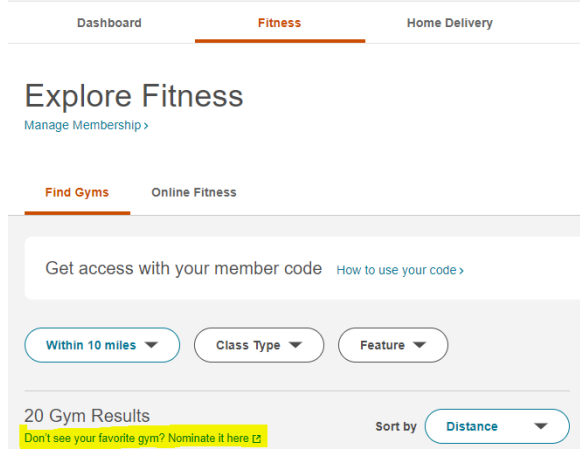
### What if I am already enrolled at a participating fitness location?

- If a member is already enrolled at a fitness location in the One Pass Select network, they will need to bring in their unique One Pass Select member code into the location and let the staff know they are now eligible for One Pass Select, the staff will then pause their paying membership and enroll them into One Pass Select.
- If a One Pass Select eligible member is already a paying member at a fitness location in the One Pass Select network, select locations may have a transition period to change over the billing from a paying member to a One Pass Select member.
- For example, Orangetheory has a 48-hour window for account activation, however it would depend on where the member is with their current membership. Typically, there is no proration due to how the billing cycle is set up and there may be a wait period to have the billing switch over.
- The same could apply to other boutique brands.
- For many other locations, enrollment into One Pass Select could be more immediate and may again be dependent on where the member is at with their payment period. The transition policy to switch from a paying member to One Pass Select member can vary by location, so it is advised for One Pass Select eligible members to inquire with the fitness location on their process, ensuring they provide their member code to enroll and receive the at-no cost membership.

### Can I nominate a gym to join One Pass?

Yes, you can nominate a gym to join One Pass by:

1. Logging into One Pass
2. Go to the Fitness Tab
3. On the Fitness Tab locate the “Don’t see your favorite gym? Nominate it here” link



4. Fill out the requested information in the Google Doc and click “Submit”
5. You can also contact One Pass Select customer service to nominate a gym

**NOTE: To learn if your nomination joined the One Pass Select network, check back and search the One Pass Select gym search. One Pass Select will not contact you if your nominated gym joins the network.**

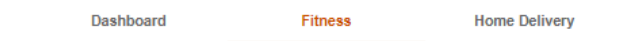
### **Will I need to pay a sign-up fee or sign a contract?**

You will not be charged a sign-up fee at participating gym locations. The enrollment fee at participating fitness locations will be waived for members enrolled in One Pass Select. You may be required to sign a contract. Different locations have different policies and procedures. Please contact the participating fitness location you are interested in joining to learn more.

### **How do I access the Digital Fitness Partners?**

To receive access to digital fitness partners at no cost with One Pass Select, you must register with your One Pass Select member code and follow the steps below:

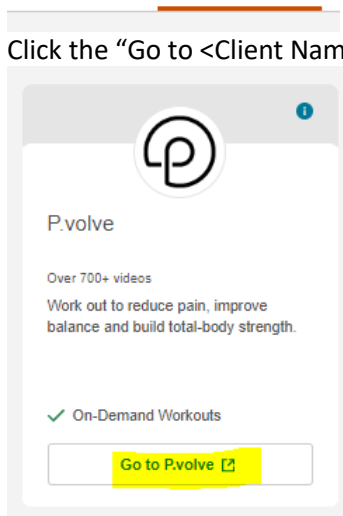
1. Go to the “Fitness” tab



2. Go to the “Online Fitness” sub tab



3. Click the “Go to <Client Name>” for whatever partner(s) you wish to enroll



4. You will be redirected to the digital fitness partners One Pass Select landing page
5. Register with the partner with your One Pass Select member code
6. Begin accessing content available

**NOTE: You must register with your One Pass Select member code to receive access at no cost to the digital fitness partner platform. Once you have registered, any subsequent visits made, you can go directly to the partners website or their app and login with the credentials you created during registration.**

### **Who do I contact if I am having issues using my One Pass Select code or enrolling in the program?**

One Pass Select Customer Service Contact Information:

- Phone number: 877-515-9364
- Hours of operation: Monday – Friday, 8:00 a.m. – 9:00 p.m.

## **Family Membership FAQs**

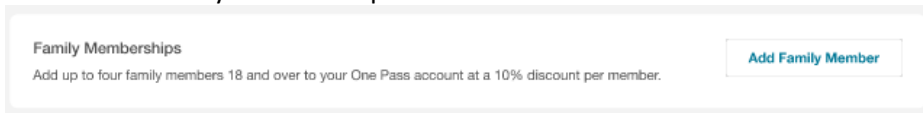
### **Can my spouse or relative use this program?**

Eligible One Pass Select members will be able to add four additional accounts (**individuals 18+**) to their primary account; these additional members will receive a 10% discount on their tier of choice. You can access this under the 'Manage Membership' area of the One Pass Select experience.

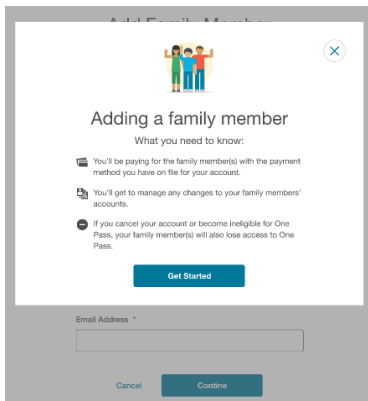
### **How do I add an additional account to my primary account?**

Navigate to the 'Manage Membership' page on the One Pass Select portal, from there follow the steps below:

1. Locate the "Family Memberships" tile



2. Click "Get Started"



3. Provide the required information of the family member or friend and click "Continue"

## Add Family Member

First, we'll need their basic information.

First Name \*

Last Name \*

Date of Birth (MM/DD/YYYY) \*  
Must be 18 years or older

Relationship

Select ▼

Email Address \*

[Cancel](#) [Continue](#)

#### 4. Locate the desired membership tier and click “Select”

[← Back](#)


#### Choose Their Membership Tier

Next, select which tier is the best fit for your family member. Their tier choice can be different from yours.

Tier	Price	Locations	Online Classes	Delivery
Digital Free	Free	8,500	Online Fitness Classes	Grocery Delivery
Classic	\$25/month	10,000	Online Fitness Classes	Grocery Delivery
Standard	\$59/month	11,500	Online Fitness Classes	Grocery Delivery
Premium	\$99/month	12,000	Online Fitness Classes	Grocery Delivery
Elite	\$139/month	12,000	Online Fitness Classes	Grocery Delivery

#### 5. Review and Pay for membership. Once reviewed, click “Add Family Member” **NOTE: the credit card on the primary account is the card that will be charged for adding family members and friends**

## Review and Pay



**Premium**  
7,000+ Premium Gyms  
Home Delivery Services

Add Family Member      \$59 / month

**Due Today**      \$59 + Tax  
You'll get an email with this member's monthly bill.

Mastercard ending in 3829


The fee above will be charged to your designated payment method at the start of your next billing cycle, and your tier change will be effective on the 1st of the following month. By clicking "Confirm Change," you agree that the [Subscription Terms](#) will continue to apply to your One Pass membership.

[Cancel](#)      [Add Family Member](#)

6. Family members will now display on the Manage Membership page.

Family Memberships - 1/4 Members Added      [Add Family Member](#)

Add up to four family members 18 and over to your One Pass account at a 10% discount per member.


	<b>Rick Sanchez</b>	<a href="#">Edit Member Info</a>	<a href="#">Cancel</a>
MEMBER CODE NUMBER	MEMBERSHIP TIER	MONTHLY COST	
A123443931	Classic	\$25.00	

### What if I need to select a different membership tier or cancel the membership tier for my family member or friend?

Go to the Manage Membership page, locate the Family Memberships tile and there you can Edit the member information or cancel the member

Family Memberships - 1/4 Members Added      [Add Family Member](#)

Add up to four family members 18 and over to your One Pass account at a 10% discount per member.

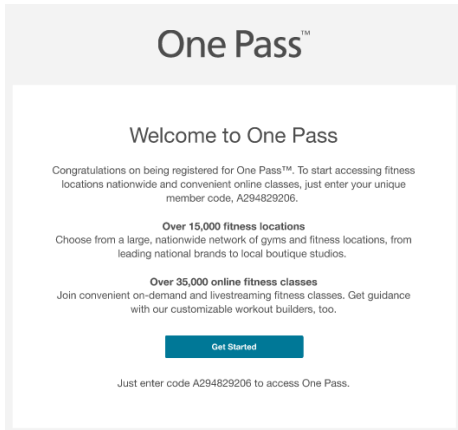
	<b>Rick Sanchez</b>	<a href="#">Edit Member Info</a>	<a href="#">Cancel</a>
MEMBER CODE NUMBER	MEMBERSHIP TIER	MONTHLY COST	
A123443931	Classic	\$25.00	

### How will my family member(s) or friend(s) access their One Pass Select experience?

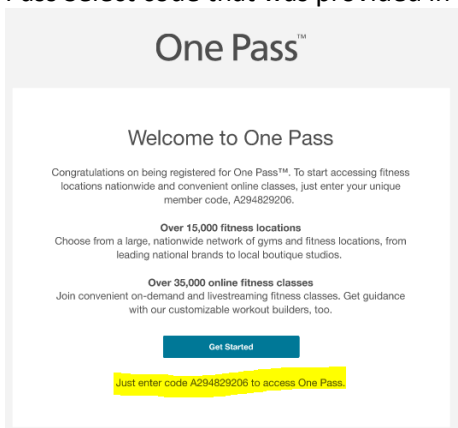
Family members and friends will follow the steps below to access their One Pass Select experience:

1. Family member and friends will receive an email once their account has been set up
2. Family member and friends will click "Get Started" in the email

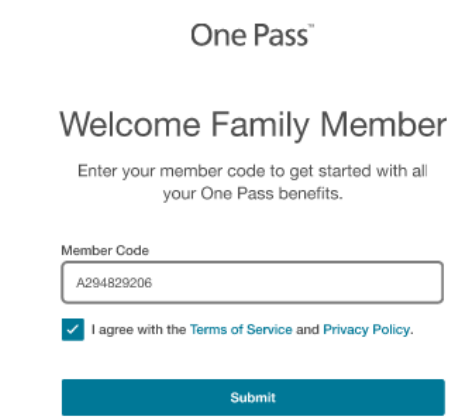




3. Family member and friends will be redirected to the login page where they will provide the One Pass Select code that was provided in the email



4. Member will check the terms & conditions box and click "Submit"



5. Member will be brought to the One Pass Select experience

## Welcome to One Pass!

Check out all the services available to you.

One Pass™

**Member Code**

YOUR CODE NUMBER  
**A123443931**  
Use this unique code to access all your services.  
[How to use code](#)


[Print Code](#)

[Copy Code](#)

**Top Pick For You**

HOME DELIVERY  
**Schedule Your First Grocery Delivery**  
Fuel your workout! Get healthy foods delivered right to your door.

[Learn More](#)



### **What if the family member or friend wants to change or cancel their One Pass Select membership?**

All updates to the family member or friend One Pass Select membership are controlled by the Primary Account holder on the Primary Account holders One Pass Select manage membership page.