

One Pass FAQs

One Pass General FAQs:

What is One Pass?

One Pass 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.). Shipt is NOT included in the digital only membership tier.
- The Classic, Standard, Premium, and Elite membership tiers include access to thousands of gyms, free access to digital fitness apps, as well as a free Shipt grocery and household good delivery membership

How do I access the One Pass experience?

To access One Pass, go to https://www.werally.com/partner/optum/lam_research_corp/register. If you are visiting for the first time, you will need to register. If you are a return user, you can log into Rally with the email and password you created during registration.

What services are included at a participating fitness location?

As part of One Pass, 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 tier options.

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

You will receive a standard membership or class package with your One Pass 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 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.

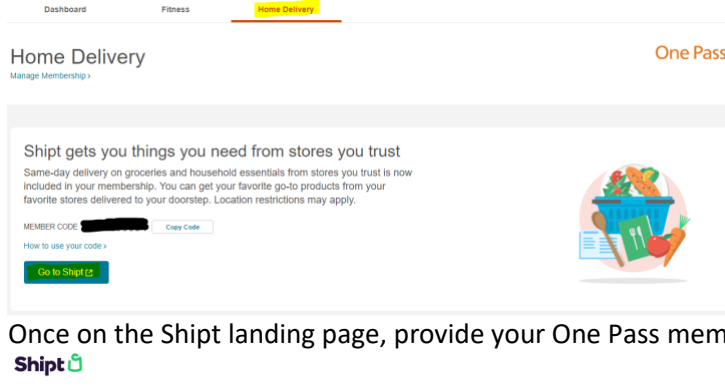
What is the Grocery Delivery feature of One Pass?

One Pass is partnered with Shipt to offer same-day delivery on groceries and household essentials from the stores you trust. With One Pass, the \$99 annual membership fee is waived and you will received 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).

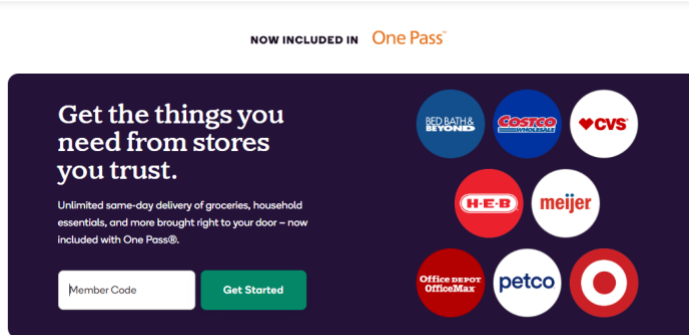
How do I access Shipt with One Pass?

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. Log in 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



During registration, you will provide your zip code to see what delivery is available near you.

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

To see if Shipt is available in your zip code area PRIOR to selecting a One Pass membership, visit 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.

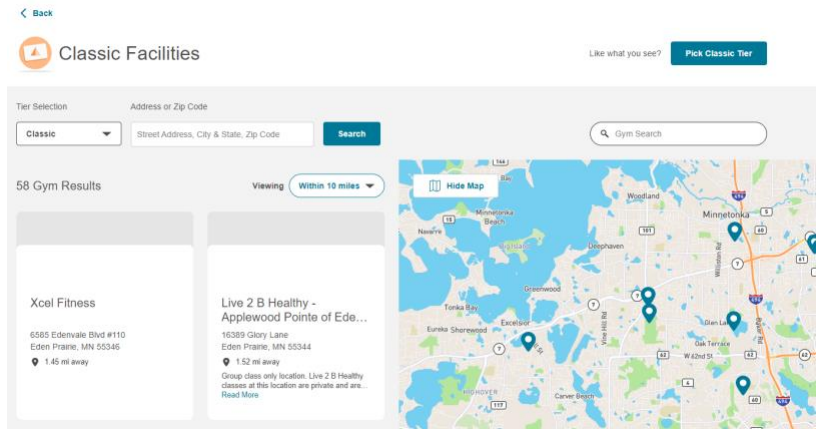
One Pass Membership Enrollment FAQs:

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 Member Dashboard where you can see your member code and navigate to Fitness or Home Delivery. One Pass is an employee-paid benefit. Fees are subject to state and local sales tax.

What is the billing cycle for One Pass?

Membership is instant, and you will be charged for the full current calendar month on the day you sign up. 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 Membership?

You may submit a cancellation request at any time. Because your One Pass 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.

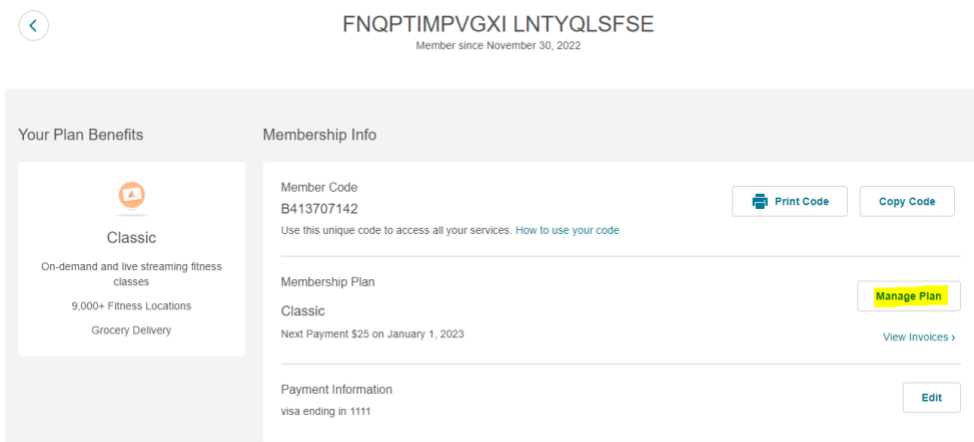
Can I change my One Pass membership tier?

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

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

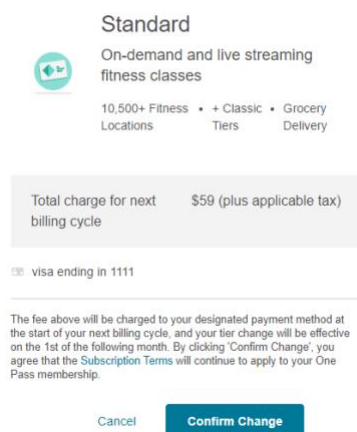


2. On the “Manage Membership” page, click “Manage Plan”



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)

Review and pay



Does One Pass provide proof of purchase?

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

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



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

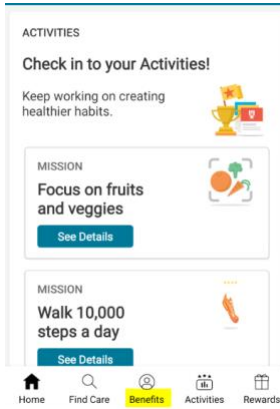
What happens if I leave my employer or am terminated?

You will have access to the One Pass portal until your employer communicates to One Pass that you are no longer eligible for One Pass. At that point, you will no longer be able to log into the One Pass portal and One Pass will update your One Pass membership subscription to “Cancelled”. Your credit card on file with then automatically stop being charged. One Pass will communicate to gyms, online fitness and other One Pass partners that you are no longer eligible for One Pass and are now responsible to pay for access out of pocket.

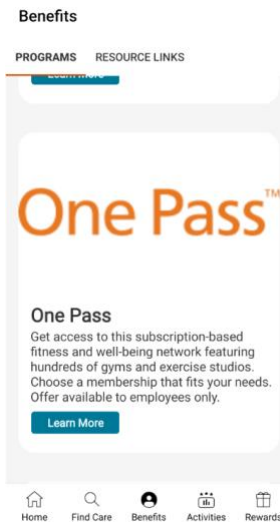
Is there an App for One Pass?

There is not a specific One Pass app however if you have access to the Rally App, you can access One Pass from the Rally App following the directions below:

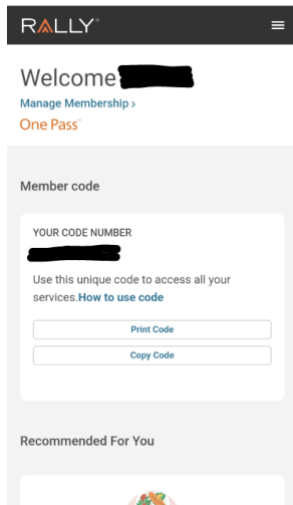
1. Log into the Rally App
2. Click “Benefits”



3. Locate the One Pass tile and click “Learn More”



4. Begin using the One Pass program



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 member card?

No. You will not receive a One Pass member card. Once you have purchased a One Pass membership, you will be able to retrieve and print out your One Pass 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 membership to receive a member code.

Can I use multiple participating fitness locations?

Yes. With One Pass, 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 Member Code?

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

How do I start accessing gyms with One Pass?

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

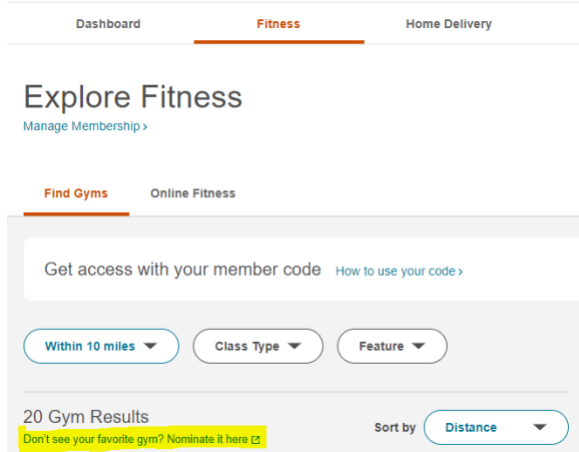
What if I am already enrolled at a participating fitness location?

If you already have a gym membership but want to purchase One Pass, you will need to notify your gym or fitness facility that you'd like to cancel your membership and enroll in One Pass. Share your member code with your gym so they can enroll you through One Pass.

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 customer service to nominate a gym

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

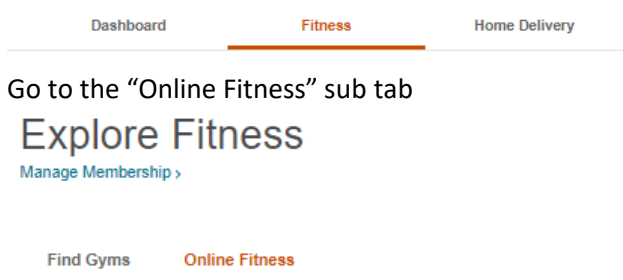
Will I need to pay a sign-up fee or sign a contract?

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. 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?

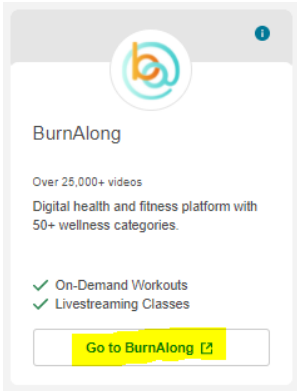
To receive access to digital fitness partners at no cost with One Pass, you must register with your One Pass member code and follow the steps below:

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 landing page
5. Register with the partner with your One Pass member code
6. Begin accessing content available

NOTE: You must register with your One Pass 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 code or enrolling in the program?

One Pass 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

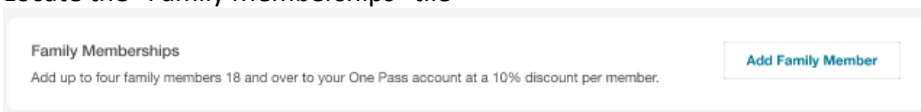
Can my spouse or relative use this program?

Starting on 1/1/23 eligible One Pass members will be able to add four additional accounts 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 experience.

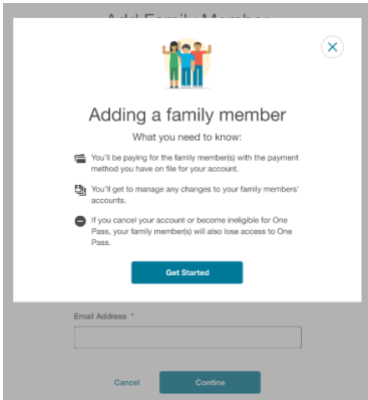
How do I add an additional account to my primary account?

Navigate to the 'Manage Membership' page on the One Pass 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"

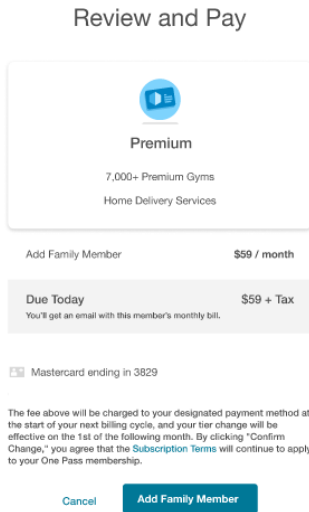
[Back](#)

Choose Their Membership Tier

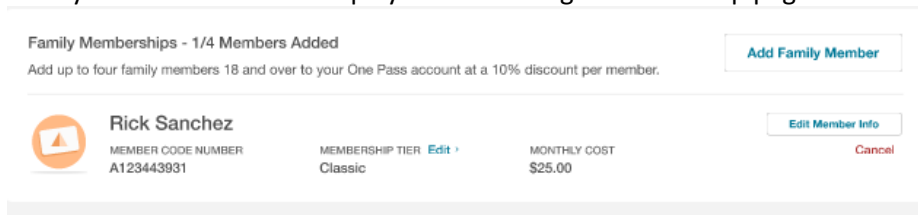
Next, select which tier is the best fit for your family member. Their tier choice can be different from yours.

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

- 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**

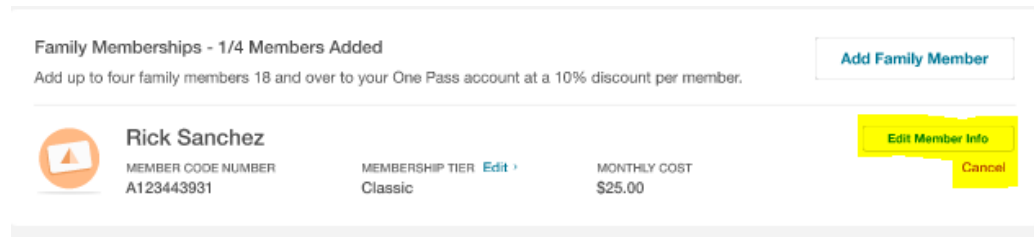


- Family members will now display on the Manage Membership page.



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

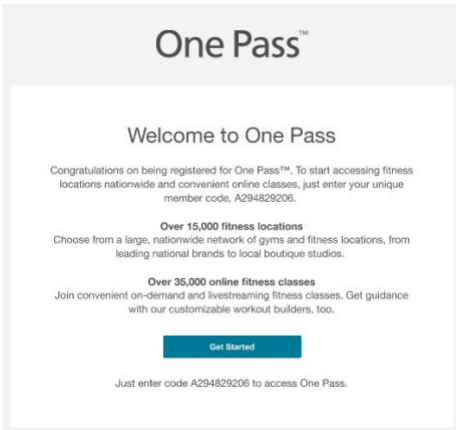
Go to the Manage Membership page, locate the Family Memberships tile and there you can Edit the member information or cancel the member



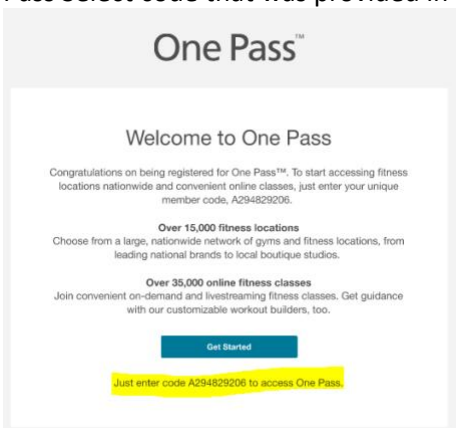
How will my family member(s) or friend(s) access their One Pass experience?

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

- Family member and friends will receive an email once their account has been set up
- 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"

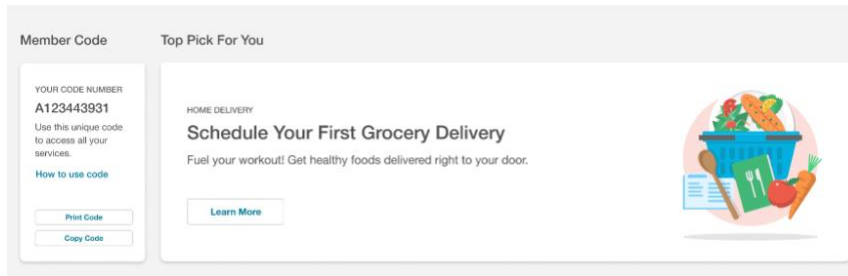
This is a screenshot of the One Pass "Welcome Family Member" login page. The One Pass logo is at the top. The heading "Welcome Family Member" is centered. Below it, the text says "Enter your member code to get started with all your One Pass benefits." There is a text input field labeled "Member Code" containing the value "A294829206". Below the input field is a checkbox that is checked, with the text "I agree with the Terms of Service and Privacy Policy." At the bottom, there is a blue "Submit" button.

5. Member will be brought to the One Pass experience

Welcome to One Pass!

Check out all the services available to you.

One Pass



The screenshot displays a user interface for a One Pass member. At the top, it says "Member Code" and "Top Pick For You". On the left, under "YOUR CODE NUMBER", the code "A123443931" is shown. Below the code, it instructs the user to use this unique code to access all services and provides a link for "How to use code". There are two buttons: "Print Code" and "Copy Code". On the right, under "HOME DELIVERY", there is a promotion titled "Schedule Your First Grocery Delivery" with the text "Fuel your workout! Get healthy foods delivered right to your door." and a "Learn More" button. An illustration of a grocery basket with various items is positioned to the right of the text.

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

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