

# FEATURE COMPARISON

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**This document outlines the feature  
differences between Signature product  
'Connect and Gladstone Go'**

## Comparison

Feature	Connect	Go	Roadmap
Select preferred login method	✓	⊗	
Determine number of allowed login attempts	✓	⊗	
Go only supports email address and secure password as login method. This is in line with updated security protocols across the SaaS platform. There is no max login attempts limit.			
Browse activities/classes/timetable before logging in	⊗	✓	
Non-members can set up a 'guest' account as they make their first booking without being directed off to a different site to 'register'	⊗	✓	
Member pricing displayed to all logged in members	✓	✓	
Support for Dishonour	✓	✓	
Support for Infringement Pricing	✓	⊗	
Connect used a configurable Web entry point to charge an infringement rate if a member's account met certain criteria (e.g. based on a members' status, a memberships calendar, unpaid sales etc). Go doesn't use an entry point. This is because the configuration for entry point checks was designed to support physical access control, and it is confusing to new customers to understand the concept on a 'web' entry point. As such Go doesn't support infringement pricing. By default, Go will charge members whose membership has expired and will restrict a members account if they have overdue unpaid sales.			
Ability to prevent members with selected statuses from making bookings	✓	✓	
Ability to restrict activities by gender	✓	⊗	
Go doesn't support restriction of booking a session by gender and there are no plans to introduce this feature.			
Ability to support peak/off-peak membership pricing (done via Infringement entry point settings for Connect)	✓	⊗	
This is in relation to operators that offer off peak memberships where an Activity (Badminton, Table Tennis etc) is included for free during off peak times only but want to charge these members a pay as you go rate if booking outside of the membership off peak times. This doesn't affect Reservations (Classes) due to how they are configured. Product are evaluating introducing this feature in Go, without the use of an entry point.			
Prevent members whose web account has been locked from booking	✓	✓	
Ability to restrict members from booking unless they have a specific membership	✓	⊗	Expected Q2 2025
It isn't currently possible to restrict the ability to make a booking for an activity/class to only members that hold a specific membership/subscription (e.g., member must have an Induction subscription in order to book a Gym session). This is being developed currently and expected in Q1 2025.			
Ability to make the following types of booking:			
○ Standard Activity	✓	✓	
○ Standard Class	✓	✓	
○ Party Activity	✓	✓	
○ Party Class	✓	✓	
○ Density Bookings	✓	⊗	Roadmap H1 2026

Density bookings (whereby an Activity is configured to book an area/resource product that has been designated as a density area) are not supported in Go currently. This is included in the Product roadmap.			
○ Hosted Reservations	⊗	⊗	
○ Plus2 Courses	✓	⊗	Roadmap H2 2026
Go currently doesn't support booking of courses, however this feature is in the Product roadmap.			
○ GoLearn (Learn2) Courses	⊗	⊗	
Book, manage and make bookings on behalf of linked members	✓	✓	
Ability for member to add themselves to waiting list if class is full	✓	✓	
Ability to pay for multiple bookings in one transaction	✓	✓	
Go is currently limited to GladstonePay as the only supported payment option			
Pay for your booking with cashless	✓	⊗	
There are currently no plans to put cashless on the roadmap. Gladstone's historic cashless solution allows consumers to open a credit account with the leisure operator. This is no longer common practice in any other industry and comes with financial risk to the operator. Consumers expectations have shifted and 'cashless' often means the ability to pay on card, via their phone etc.			
Pay for your booking with loyalty points	✓	⊗	
Gladstone's loyalty scheme is no longer in line with what other industries are offering in terms of loyalty. If you look at other loyalty cards in retail the recent market trend has been to offer fewer money off incentives and focus on other benefits such as a 'free cup of coffee'. Gladstone offer an integration with Endurance Zone and are evaluating other market partnerships in this area.			
Pay for your booking with a usage subscription	✓	✓	
Make payment in advance for a booking or membership that has a future sales due date	✓	⊗	
This is in relation to sales that are raised in centre by members of staff on behalf of the member, for advance payment. We're currently working on a configurable option for operators to allow members to view and be forced to pay unpaid sales even if the sale isn't yet overdue. Further enhancement will look to make sales with a future due date optional for members so that they can still make bookings until the sale due date is reached.			
Email confirmations for bookings	✓	✓	
Easy access to restyle/change booking confirmation emails	⊗	✓	
Clear down processes to remove unpaid bookings from abandoned baskets after a specified period	✓	✓	
Ability to brand the product with headers and footers	✓	✓	
Available in Welsh	✓	✓	

Our roadmap and feature enhancements are in continuous development, this list is correct at time of issue (May 2025), contact your Sales Manager for latest updates.