Gladstone

FEATURE COMPARISON

This document outlines the feature differences between Signature product 'Join@Home and Gladstone Go'

Comparison

Feature	J@H	Go	Roadmap
Select preferred login method	✓	⊗	
Set number of allowed login attempts	✓	⊗	
GladstoneGo only supports email address and secure password as login method. This is in line with updated security protocols across the SaaS platform. There is currently no max login attempts limit.			
Site finder which helps consumer locate centres near them	⊗	✓	
Provides information on the sites facilities and amenities	⊗	✓	
Option to integrate with maps to show the consumer the exact location of the site	⊗	✓	
Browse memberships without providing any personal information	⊗	✓	
Categorise memberships in a flexible way, helping to guide consumers to appropriate memberships	⊗	✓	
Purchase the following types of membership:			
○ DD memberships	✓	✓	
○ Fixed duration memberships (Annual, 1 month, 3 months)	✓	✓	
○ Usage passes (e.g. 8 swims)	✓	✓	
○ RCP memberships	✓	✓	
○ SEPA memberships	⊗	⊗	
○ Memberships that end on a fixed date (Term-time memberships)	✓	⊗	
Fixed end date memberships aren't supported currently in Go. This is not scheduled in the roadmap currently however it will be considered for future development.			
○ Bolt-on memberships	✓	⊗	
Go doesn't currently support bolt-on memberships (e.g., racket sports membership where additional sports can be added at an extra cost). This is not currently included in the Product roadmap but will be reviewed for future consideration.			
○ Membership add-ons	✓	⊗	Planned for 2027
Membership add-ons (e.g., prompting to buy goggles if member purchases a swim membership) are not supported in Go but this is in the Product roadmap.			
○ Membership restrictions	✓	⊗	Planned for H1 2026
Go doesn't support restricting purchase of memberships (by price level, age restriction or a pre-required membership). Any membership made available online will be able to be purchased by any new or existing members. This is currently in the Product roadmap for future development.			
Membership pre-sales			
○ Delay the start date of a specific membership	✓	✓	
○ Global setting to control the start date of all membership at a specific site	⊗	✓	
○ Display information about site opening date during member sign up flow	⊗	✓	
Sign-up multiple members in one sign up journey (primary pays)	⊗	✓	

Feature			Notes
Purchase multiple memberships in one journey	✓	✗	
It is possible to purchase multiple memberships in Go, however these currently need to be done separately.			
A parent/guardian and junior joining flow to enable parent/guardian to control junior online booking access	✗	✓	
Promotion codes which trigger a discount	✓	✓	
Membership promotion based on:			
o Percentage discount	✓	✓	
o Amount off discount	✓	✗	
Go only supports discounts configured as percentage off. We will review if there is a requirement for future enhancement to membership promotions for specific amount off discounts but there is nothing currently planned in the Product roadmap for this.			
o Fixed pricing discount	✓	✗	
Go only supports discounts configured as percentage off. We will review if there is a requirement for future enhancement to membership promotions for fixed pricing discounts but there is nothing currently planned in the Product roadmap for this.			
Auto apply membership discounts	✓	✗	
Membership discounts in Go don't auto apply, a promotion code is required to be entered by the member to apply the relevant discount. There are no plans currently for auto applying membership discounts, but this will be reviewed in the future for enhancement.			
Membership discounts configured to:			
o Apply a regular discount	✓	✓	
o Apply an introductory discount	✓	✓	
o Apply single discount to every One-Off product	✓	✓	
o Apply discounts to individual One-Off product	✓	✗	
Where operators charge multiple one-off products for memberships (e.g., a joining fee and locker token), it is not possible to only apply a discount to one of these products. Any discounts configured in Go would need to apply to all one-off fees or none at all. This isn't being considered in the current roadmap but may be reviewed for consideration in the future based on feedback.			
Renewals (i.e. waive one-off fees for re-joiners)	✓	✗	Planned for H2 2026
Go doesn't support renewal of paid in full memberships, however this is on the Product roadmap. Currently in Go a member whose membership is expiring would need to purchase a new membership, rather than renew their existing membership.			
Configurable form for member sign-up	✓	✓	
Option to vary the custom fields (user-fields) displayed in the member sign-up form depending on membership being purchased	✗	✓	
Links to terms & conditions, privacy policy and health commitment statement for the user to agree	✓	✓	
Easy to read payment summary	✗	✓	

Feature	Col1	Col2	Col3
New members able to download and view Direct Debit mandate	✓	✓	
Consumer pays upfront fees via card	✓	✓	
GladstoneGo is limited to GladstonePay as the only supported payment option			
Email confirmations for membership purchase	✓	✓	
Easy access to restyle/change membership purchase emails	⊗	✓	
Vary the confirmation emails depending on membership purchased	⊗	⊗	
Go supports sending a generic confirmation email. However, with the introduction of our Audience Builder (expected in H1 2025), it will be possible to set up bespoke queries and emails which will make it possible to send various communication to members.			
Clear down processes to remove unpaid memberships from abandoned baskets after a specified period	✓	✓	
Ability to brand the product with headers and footers	✓	✓	
Available in Welsh	✓	✓	
Option to change any text in the site to accommodate translations/tone of voice preferences	⊗	✓	
Single Sign-On	⊗	⊗	Estimated H1 2025
Support for deep links to specific membership types	✓	✓	
Deep link to memberships with single sign on token	✓	⊗	
Whilst deep linking to specific membership types is available, there is no SSO functionality linked to this. Any deep linking will land the prospective member either on the membership selection page or the payment breakdown page. They would then either login or create a new account as a new member.			
My Account section with the following features			
○ Update personal details	✓	✓	
○ Update marketing preferences	✓	✓	
Opt into a specific campaign during sign up	✓	✓	
Marketing opt-in works differently in Go – the user is presented with an option to opt-in to marketing with text defined by the operator. The operator can choose the campaign(s), if any, that the member is opted-into if the member consents during sign up. Subsequently the member can opt-in/out through their Account after logging in.			
Add correspondence message to a members account when they purchase certain subscriptions	✓	⊗	
Go does not support adding a correspondence to a members account when they purchase a membership. There are no plans to include this feature as it is not deemed to add sufficient value.			
Allocate a specific status to a member when they purchase specific subscriptions	✓	✓	

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.