GAP ANALYSIS

This document outlines enhancements scheduled to the roadmap

Pre-requisites

- Gladstone Reports
- GladstonePay
- EyeQ does not work against the single DB.

Platform

Automated Communications (currently achieved via EyeQ and BPM)	Automated Communications are possible in Go but work continues to enhance this module throughout 2025

Join

Renewals of annual subs	On roadmap for H2 2026
Ability to have multiple app IDs – i.e. one for staff and one for students	No plans to address this – which means the below becomes more important.
Ability to restrict members to only be able to purchase a membership if they have another membership	On roadmap for H1 2026
Ability to restrict memberships to only be available to logged in members who meet specific criteria - i.e. student memberships only available to logged in users who are identified as a student	On roadmap for H1 2026
Ability to fix a subscription to end on a specific date (for Universities)	Investigating if this is still required. Data services option available
Membership bolt-ons	To be scoped
Membership add-ons	On roadmap for 2027

Book

Can't limit an activity by subscription. Members only clubs/Members only activities are not supported.	On Roadmap for H1 2025. Booking restrictions will allow operators to configure which activities they want to restrict to only members that have specific memberships (e.g. members only club where everyone has to be a member to book with

	no PAYG option, or a gym session where members must have a gym induction subscription before they can book).

Support for Infringement pricing or peak/off-peak pricing	Go was not designed to support infringement pricing as it was felt it was confusing to the end user to be charged one price on Monday and potentially a different price on Tuesday. However, this decision will be reviewed dependent on number of customers using this configuration.
Capacity management (Density)	On Roadmap for H1 2026
Pay off invoices	Being scoped
Plus2 Courses	Being scoped
Ability to move a booking online	Being scoped
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.
Loyalty	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.

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.