Release v1770

Changes from 2026-11-02 to 2026-11-09 - Written 2026-11-09

Major Features

AI Assistants for Staff

Staff can ask an AI assistant to do day-to-day tasks, such as selling or cancelling memberships, editing classes and discount codes, managing holds and adding prospects. Staff see a preview of each change before it is made. The assistant also answers questions from club reports and can send a member a templated email.

Dashboard and KPI Improvements

The dashboard has a new Member Map, a My Tasks widget and a club notice widget. The KPI report adds a Retention section, a Returning Members row and revenue lost from cancellations, and can be emailed on a daily, weekly or monthly schedule. Head offices can compare all clubs on one page.

Features and Improvements

Billing

- The member refund window now has Automatic and Manual tabs, so an automatic refund and a custom amount no longer get mixed up.
- Billing now works when a club's locale currency differs from its billing currency, if both use the same number of decimal places.
- The Awaiting Settlement and Outstanding Invoices cards on the Billing Overview page now link to their reports.
- The max billing amount and owing deadline now sit side by side with reduced padding, making the debt collection section more compact on a member's billing tab.
- The billing warning shown when a member's club is changed now displays its message text correctly instead of a missing translation key.

Booking

- Members see a Female only label on gender-restricted classes in the portal timetable before they try to book.
- A partially paid booking now costs the full no-show fee when the member does not attend, so a discounted booking no longer avoids the charge.

Communication

- A search box now appears in the SMS Load Template window, letting staff filter templates by name instead of scrolling through the full list.

Dashboard

- Bookmarks and open pages that use the old dashboard address now redirect to their new location instead of showing an error.
- Sales reports on the dashboard load much quicker for clubs with large transaction histories.
- The Customize Widgets menu item now appears for all clubs without needing a separate setting to be turned on.
- The Member Activity section of the KPI report now shows a Returning Members row alongside New Members and Members Rejoined.
- The dashboard now shows current member counts as soon as a membership is added, changed, or canceled.
- The KPI report's Member Activity section now shows New prospects, Prospects who joined and Prospect conversion rate at the bottom.
- In Compare mode, the heading now reads Revenue (Sales Made) or Revenue (Payments Received) depending on the club's tax basis, making it clearer what the numbers count.
- A small green or red percentage now appears next to KPI values when the change from the previous period exceeds five percent.
- Clicking the churn row on the KPI dashboard now opens a filtered report showing only churned members, matching the churn tile.
- Each service row on the KPI page now shows how many booked people came, missed, or cancelled, with cancellations split by member and staff.

Integrations

- The MCP setup section in AI configuration now includes a link to the AI agents FAQ, making it easier for staff to find setup guidance and answers to common questions when connecting their own AI agent.

Features and Improvements

Loyalty

- Staff can set up loyalty rewards as class passes or shop item codes for members to redeem at the front desk. Members see their redeemed rewards and voucher codes in the portal, with clear status badges.

Member

- Workouts now support circuits: a group of exercises that repeats for a set number of rounds or within a time limit. Staff set rest times and timed stations, and members record their scores in the portal.
- Deleting or archiving workout programs and exercises now shows a styled confirmation dialog instead of a plain browser pop-up.
- Staff see a warning and reset link on the member page when a member hits the 20-minute login lockout.
- The account sidebar no longer shows the blocking member's name and owed amount as a visible line.
- A new member portal option lets members remove their linked or shared members.
- The export zip now includes a script that builds a database from the included CSV files, plus a guide explaining the main tables and step-by-step setup instructions.

Member Portal

- The online signup confirmation email can now include a PDF receipt for each completed payment.
- The guardian signup flow now correctly saves the membership contract to the child member, asks for the guardian's signature, and applies the standard billing settings.
- Waivers signed during a dependant signup now display the guardian's name next to their signature on the PDF.
- The Member Portal API now sends headers that allow club websites to call it directly from a browser.
- When billing is disabled, the member portal now shows a clear message telling the member to contact the facility instead of an internal error.
- The dependant signup options on membership types now state explicitly whether it is individuals or guardians doing the signing up.

Membership

- Staff can now include shared membership prices in bulk membership fee changes.
- Resigning agreements on a membership now opens a QR code window, so staff can choose to email the signing link to the member instead of opening the portal right away.
- A new alpha setting limits new members to swiping in only at their home club for a set number of days, stopping people from joining a cheap presale club and using another location instead.
- Clubs can now set how long a referrer's membership discount lasts instead of it running for the full referee membership.
- When a referral is created, the system now stores the discount length that was in effect at that moment.

Point of Sale

- The product import now supports variants, letting staff create a product and all of its variants from a single CSV upload.

Features and Improvements

Reports

- Reports now include a Credit All action, letting staff add the same account credit to multiple selected members at once.
- The Standard Report API now accepts custom payload models, letting callers specify exactly which fields to include in a report request.
- The send checkbox now appears at the left of the list instead of the right on bulk email, SMS and notification recipient pages.
- Predefined reports now carry extra search keywords.

Schedule

- The unpaid indicator on the schedule now uses a white background with red text and a softer striped border.

Staff

- Staff with workout settings access receive a one-time notification when their club receives the new tabbed workout pages.

Other

- Staff can set a time limit for each station in a circuit workout.
- Changes to a club's latitude and longitude in Club Details are now recorded in the system log.
- Previewing a door camera now opens the snapshot in a new tab directly.
- The password update modal has tighter spacing and a new icon on the email link.

Notable Bug Fixes

Access Control

- Manual Fitness Passport check-ins were reporting success even when the sync to Fitness Passport actually failed.
- When a member pays, the system now also resyncs gatekeepers at any other club where they have a booking today or tomorrow.
- Sentinel and Soyal readers can no longer be saved without a gatekeeper socket selected.

Billing

- Debit request forms now attach correctly to membership contracts created through the Sign & Complete sign-up process.
- Saving a member record no longer removes billing fields that were not part of the form being edited.
- A script that displays card surcharge messages on the payment page was accidentally missing and has now been added.
- The member billing page could not find the Stripe Connect public key, preventing some members from completing online payments.
- Stripe Connect payment methods now show the correct card details for members.

Booking

- An error occurred when creating a service booking if certain timing values were absent.
- The error shown when a member cannot be booked into a class now explains the specific reason for the failure.
- Editing a group booking no longer clears the member's membership, price, or discount code.
- Waitlisted members were not correctly moved into classes when spots opened up.

Communication

- Webhook notifications now follow redirects so they reach their destination, and clubs with older data upgrade without errors.
- Staff no longer see a translation error message when emailing outstanding invoices to members.
- Deleting a member could previously remove SMS messages that were sent but not yet billed.
- When a staff member resends blocked emails, the confirmation now says the emails are queued rather than already sent.
- New clubs now automatically receive scheduled upgrade emails for their first admin.

Dashboard

- Clicking a KPI row for more details no longer shows an error.
- Safari on Mac and iOS now saves CSV files and opens report links correctly.
- Each month on the member graph now counts members as at the last day of that month, so the total agrees with the Current members KPI.
- Last Month, Last 3 Months, and Last 6 Months report ranges now show the correct date boundaries.
- Voucher redemptions, expiries, and unexpiries were being counted as unassigned payments, causing voucher-paid sales to appear twice in the KPI page, tax reports, and payment reports.
- The dashboard now compares today's visits against the same time of day last month rather than the full day, so the monthly percentage change is accurate.

Notable Bug Fixes

Dashboard

- Typing an impossible date like day 00 or 31 February in the KPI section no longer causes a crash.

Integrations

- EzyPay billing no longer errors when a surcharge fee record is missing.

Loyalty

- The reward settings page now sorts credits into categories such as class categories versus individual classes, and removes items that no longer exist.
- The loyalty rewards table now scrolls horizontally on smaller screens instead of spilling out of its card.
- The loyalty reward form shows an error under each field when a number is invalid, such as a negative or a decimal where a whole number is needed.

Member

- Members and staff can now see thumbnail images for the built-in exercise videos in the workout library, app carousel, and Member Guide.
- Adding a membership hold no longer fails when no fee option is chosen, and staff see a clear message instead of an error.
- When a member's visits are blocked by a shared membership owner or combined-invoice payer, the sidebar now names the paying member and the amount owed instead of showing a $0 balance.
- If the kept member has no address of a given type, the merged member's address of that type is now copied over instead of being marked historic.
- After adding linked members in a portal transaction, the member is now taken to the account home page instead of the previous destination.
- The Training tab now shows a "No measurements recorded yet." message instead of two empty dropdowns when a member has no measurements.

Member Portal

- When a member booked a casual service without uploading a photo, the page could crash in Chrome.
- The security check now runs before the payment provider is contacted, preventing leftover records from abandoned attempts.
- The quick signup page no longer shows an error when it receives a HEAD request.
- Adding a photo for a linked member in the portal could trigger an error page.

Membership

- Applying mass gifted time to members now keeps their benefits active, matching what the tool's description already promised.
- Corrected a mismatched number of fields when saving a new membership type, so staff can create membership types without an error.
- The cancellation modal now loads more quickly when staff open it.

Notable Bug Fixes

Point of Sale

- The member shop now checks that a product exists before processing a purchase.

Prospects

- The prospect funnel stages table was missing a header row, so the website displayed it as plain text.

Reports

- Refund status and refund transaction ID fields in payment-based reports now display correctly for real-time payments.
- Fixes JavaScript and backend errors that caused page crashes or failed actions.
- The Filters Applied modal in reports now shows a group header for filters combined with OR, with grouped filters indented beneath it.
- The report now checks whether the export actually failed before showing an error.
- The unsubscribe report was not displaying any results due to a filter error.
- The retention report now correctly shows whether a member has renewed.
- Generating a tax report for a period with no sales now shows an empty result instead of an error.

Schedule

- Rescheduled bookings now show the correct time on the portal success page.

Staff

- Security settings for some clubs failed to load, causing errors on affected sites.

Other

- The time zone dropdown in Club Details now shows the list of available zones.
- The hex value shown next to a colour picker no longer changes each time the service page is refreshed.
- New roster rows now check their values as they are entered, not only when the page first loads.
- Date fields such as date of birth could not be dragged to reorder them in custom forms.
- Award progress now displays the correct percentage instead of always showing zero.
- Images on manual and help pages that shared a line with a link were showing as raw text instead of displaying properly.
- Generating late fees for a new membership with a future first payment no longer halts the nightly billing process.
- A new setting lets staff turn off the newest web protocol for a site when it causes slow page loads.
- Dropping a custom dropdown option onto a different list appeared to move it but the change was not saved.
- The client manual conversion now formats every image on a line and recognises an alternate link format, so the published manual displays correctly.
- SMS billing and support hours no longer report failures during a system upgrade.
- Tables on the manual website appeared as a single block of text because header rows were not converted.
- The door benefits and Zapier setup help pages had image markup that displayed as raw text instead of pictures.
- Seven help and manual pages displayed asterisks instead of bold text due to misplaced spaces in the formatting.

Notable Bug Fixes

Other

- The reader troubleshooting PDF showed as a broken image on the help pages.