Release notes for mrimpossible v1800.cerberus compared to v1790.cerberus

Initial Release: 24 November 2026

Things you should know

A reminder about the legacy member portal design

As mentioned in earlier releases, we plan to deprecate the legacy Member Portal design in 2027. It still works, and we have not set a date to remove it. If your club still uses the legacy design, you can try the new design at any time: turn off the ‘Legacy Member Portal Design’ Member Portal setting. The new design is clearer, easier to use on phones, and has custom forms.

Tax rates can change from a start date

Before this release, a tax rate locked as soon as any sale used it, so a change applied to everything from that point on. You can now change a rate and pick a start date: sales before that date keep the old rate, and later sales use the new one. GymMaster shows a preview of every affected price and membership before you confirm, and you can cancel a change that has not started yet. If you set a past start date, sales that are already paid move to the new rate by default, but you can choose to keep the old rate on those sales. You don't need to do anything unless you want to change a rate.

New features

Staff can leave notes on the dashboard

A new ‘Staff Notes’ widget on the dashboard lets your team post, edit and delete short messages for each other. Each club has its own notes, so the front desk at one site does not see notes from another. Use it for handover messages, shift reminders, or anything the team needs to see at a glance.

Edit the buffer times of a booking without starting over

When a service booking needed different buffer times before or after it, you used to have to cancel it and make a new one. You can now change or clear the buffer times from the booking's Edit page, and the new values also apply to future repeats.

Improvements

Access Control

- The Tailgaters filter and its print output now include visits at the same club within two minutes before or after a detected tailgate.
- Improved the Wellhub integration help text to explain setup and member check-in more clearly.
- Staff can now press Enter to confirm a door deletion after typing the door number.

Accounting/Billing

- The member account statement now shows the tax on each charge line, not only on payments.
- Invoices with a multi-part tax rate now show a separate line for each tax part instead of one combined line.
- The billing batch preview now has a button that removes members who were already billed in another batch in the last 24 hours.
- The online cancellation fee on the membership type page now shows its value with and without tax, the same as other fee fields.
- The maintenance fee Tax Rate field now sits directly above the fee amount, with help text that explains its use.
- The door benefit price field now states that the price includes tax.
- The tax rate form now separates the Tax Name, which appears on invoices and receipts, from the Tax Description, which only staff see.
- Removed a check that blocked billing for members whose records referenced a club other than their home club.

AI

- The AI Agent role levels are renamed to Basic, Intermediate and Admin.
- Gymmy and connected AI agents can now read the feedback members give when they cancel.
- When an AI agent in privacy mode searches members by name, it now gets the number of matches and a Find Member link with the search filled in.

Bookings

- The class attendance count now appears when searching for members to add to a class.
- The class and group service edit pages now show how a booking repeats, including custom repeat patterns.
- Improved the speed of booking friend list checks for clubs with large databases.

Communication

- Saving an email template that contains pasted or dropped images now shows a popup that explains the problem in plain words and offers to upload the images and save again.

Member

- Added a colour key below the member visit history graph.
- The enlarge photo window now shows the full uploaded member photo instead of the face-zoomed crop.

Member App

- Clubs can now add a club rating prompt to the member app home page and choose star or smiley face ratings. This is enabled via the Rate Club member app widget.
- Waitlist availability invites now appear in a member's notification history.

Member Portal

- The portal signup page now shows the tax on the maintenance fee.
- When staff turn on ‘Prices Shown Tax Exclusive’ on the Tax Rates page, the member portal now also shows membership and booking prices excluding tax.

- When another member takes a waitlist space first, the portal now says so instead of showing a general error.
- The member portal workout page now shows each exercise's picture, video and description by default.

Membership

- Referral reports now show whether the referred member owes money, whether and when the referrer received their reward, and the reward totals for each referrer.
- The linked members page now has a separate option to add a member to a shared membership.
- The ‘day pass’ membership type basis help text now shows the access duration from the club's setting.
- The membership hold window now shows how many hold days remain this year before staff save the hold.

Prospects

- The medical information field now appears on prospect profiles for all clubs.

Reports

- Added Booking Price (excl. tax) and Booking Tax report fields.
- Added a report and email template field, Member Coming Class Booking (RESOURCE), that shows only the resource name of a member's next class booking.
- The dashboard heatmap Total and Average buttons now have tooltips that explain each view.
- The Visits Today and Member Visits This Month tooltips now state that they include prospects and interclub guests, and that each check-in counts separately.
- The Visit History graph now shows the day of the week in its labels, for example 'Sat 21 Nov 3:00 pm'.
- The Debtors KPI tooltip and description now state that the bar shows a count of members, not a percentage.
- The Most Popular Times widget now shows the year with the month.

Staff

- The staff login page now shows in the browser's language, and the language picker is in the footer.
- Staff profile, add user, add instructor and quick add member forms now show name fields in the club's selected name order.
- The Last Visitors list in the staff app now shows the same visits as the Visitors page in GymMaster web. This includes visits at your club's doors by members whose home club is another club.

Misc

- Dates such as '2 Sep 2026' pasted into a date field now convert to the club's date format.
- Added new ‘Ruby’ and ‘Hex Blue’ themes for staff.

Minor fixes

Access Control

- Fixed some door reader error messages linking to the wrong troubleshooting help page.

Accounting/Billing

- Fixed the first billing provider added to a club not being selected as the default for in-person and online payments.
- Fixed backdated membership cancellations sometimes leaving part of the credit note unassigned, which gave members an incorrect credit balance.
- Fixed members with saved payment methods at more than one billing provider sometimes not seeing their non-default methods on the billing page.
- Fixed charges for linked members with combined invoices and automatic charges not moving to the paying member when billing ran before the nightly job.
- Fixed the Tax Rates page not asking for confirmation before leaving with unsaved changes.
- Fixed category tax rate changes showing only a saved message. Staff now see whether the change has started or the date it starts.
- Fixed receipts printing the quantity, price and total on a separate line when an item name had trailing spaces or line breaks.

Bookings

- Fixed the no show note staying on a booking after staff undid the no show, which also copied the note to future repeat bookings.
- Fixed staff who are not sales staff being assigned to the sales resource category, which caused errors.
- Fixed members who book casually through the app receiving the enquiry confirmation email.
- Fixed the buffer time indicator not moving with the booking edge when resizing a booking on the schedule.

Communication

- Fixed the email template check blocking any text that contained the word 'base64' instead of only embedded images.
- Fixed staff seeing an incorrect warning that they could not send emails from their club's domain.

Member

- Fixed member page sections moving between columns when switching tabs.
- Fixed a missing closing tag that could stop the member page displaying correctly.
- Fixed members who had a hold with an invoice being unable to be deleted.
- Fixed deleted staff being included when the system sent mass hold emails or checked role permissions.
- Fixed changing a member's profile photo not updating their last updated date.

Member App

- Fixed workout result goals with decimal weights not displaying correctly.
- Fixed clubs that are hidden from the portal, such as head offices, appearing as options for signup, casual booking, casual shop and contact us.
- Fixed a new member app banner not saving if the old banner was deleted first.

Member Portal

- Fixed the signup form accepting an emergency contact phone or email that matched the member's own.
- Fixed members being unable to cancel their membership through the portal when the club uses end-of-cycle cancellation.
- Fixed the membership field on the linked member signup form not being required.

- Fixed an error when signing up a child or dependant for a member with no membership.
- Fixed members who reschedule a class or service paying the price of the original booking instead of the current price.
- Fixed short membership descriptions on the new signup page losing their line breaks.
- Fixed the reschedule confirmation page showing only the total. It now shows the charges and tax separately.

Membership

- Fixed the end date not updating to match the selected membership's cycle when a member with multiple memberships cancels one in the portal.
- Fixed incorrect referral rewards showing when editing an active membership on a discontinued membership type.
- Fixed the door benefit note on charge per visit membership types showing misleading 'free visits' text instead of the membership fee.
- Fixed the first payment date not moving past a free promotion when adding a family member at portal checkout, or when a club moved membership start dates.

Products

- Fixed saving a product deleting any variant whose name ended with a space.

Prospects

- Fixed the action dropdown in prospect funnel milestones not lining up with the milestone name field.

Reports

- Fixed report columns with very long names disappearing from report data and exporting as blank values.
- Fixed the Membership Movement report ignoring the selected dates and always counting to today.
- Fixed partially refunded payments with no assigned charges showing as fully refunded in KPIs and reports.
- Fixed the Debtors KPI using a fixed $5 instead of the club's stop-on-owe amount.
- Fixed custom dashboard graphs showing an extra column for the current month when viewing a past period.
- Fixed the Member Graph at End of Month bars being too faint to see in dark mode.
- Fixed some KPI row names using title case instead of sentence case.

Staff

- Fixed the settings side menu not highlighting the clicked section when a short page could not scroll to it.

Tasks

- Fixed the task dashboard widget sometimes showing the wrong before or after label next to the noted or required on date.

Misc

- Fixed Safari users being unable to paste text into the Terms and Conditions editor.