



# Answers to Commonly Asked Questions



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## How do I explain IHRSA and the IHRSA Passport Program?

IHRSA is a not-for-profit trade association representing over 8,000 for profit health and fitness facilities in over 70 countries. Because our club is a member of the association and participates in the IHRSA Passport Program, our traveling members receive discounted guest access at a network of participating clubs worldwide.

## How do I explain TrainAway?

TrainAway is a global platform connecting travelers with gyms wherever they go. IHRSA has partnered with TrainAway to deliver the IHRSA Passport Program via TrainAway's mobile app.

## What are the instructions for a club member who is traveling?

It's simple! Tell them to follow these 3 easy steps:

1. Download the TrainAway App and set up your profile. *Include the invitation code provided by your home club for a savings of 25% on one-day passes at clubs that participate in the IHRSA Passport Program.*
2. Search for a club in the area where you are traveling and buy a pass.
3. When you arrive at the club you selected, activate the pass on your phone, and show it to the front desk staff to work out.

## What do I do when someone checks in with a mobile pass at our club?

Simply verify that your club's name appears on the pass and that the countdown timer has not expired. Show them where to work out and explain any club policies.