New gym member onboarding checklist

Welcome, induct and check in with new members through their first 30 days.

Member name	Membership start date	Onboarded by

Adapt the timing and touchpoints to your club. Keep health and screening information private, and use it only for the purpose it was collected for.

Before the first visit

- [ ] Welcome message sent with opening hours, what to bring and how access works.
- [ ] Membership agreement and payment details completed through your membership system.
- [ ] Pre-exercise screening completed, using the Adult Pre-Exercise Screening System if your club uses it, and anything flagged followed up before exercise.
- [ ] Emergency contact recorded.
- [ ] First visit or equipment induction booked.

First visit

- [ ] Tour of the club, including change rooms, emergency exits, the first aid kit and the AED.
- [ ] Access card, fob or app set up and tested at the door.
- [ ] Club rules explained: re-racking weights, wiping down equipment, towels, guests and unstaffed hours.
- [ ] Shown how to use the main equipment safely, including treadmill emergency stops.
- [ ] Goals discussed and a starter program or class plan suggested.
- [ ] Introduced to a staff member or coach they can ask for help.
- [ ] Shown how to report a fault, a hazard or a concern.

First 30 days

- [ ] Day 3: check in by message or call and answer any questions.
- [ ] Week 2: invite them to a class, a program review or a session with a coach.
- [ ] Day 30: check progress against their goals and ask for feedback.
- [ ] Record each touchpoint in your membership system.

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New gym member onboarding checklist - continue the record.

Signs a new member needs attention

- [ ] Visits drop below once a week in the first month: get in touch.
- [ ] A payment fails: follow up promptly and kindly.
- [ ] A complaint or poor feedback: fix it and reply within the time your club has set.
- [ ] Nearing the end of a minimum term: book a review and talk about what is next.

Touchpoint notes

Date	Touchpoint and what the member said	Next action	By

Reviewed by / date

Member still active at 90 days? (Y/N)

Explore the related ClubPilot workflow