



FAQ'S

What is GEMS Rewards Plus?

GEMS Rewards Plus is a new lifestyle membership that grants you access to select gyms, beaches and leisure clubs.

Powered by Advantage Plus, a leading membership platform in the UAE, GEMS Rewards Plus offers unlimited access with additional benefits and discounts at a comprehensive range of facilities in the UAE. The portfolio includes leisure pools, hotels, beautiful beach spots, family recreation areas & top fitness sports venues.

The programme is available across the Emirate of Dubai, Sharjah & Ajman. The recreation & beach clubs offer residents, families, business entrepreneurs and expats alike endless opportunities for socialising, daily activities, pampering and networking. Becoming a member of GEMS Rewards Plus provides you with a great level of benefits and a wide range of experiences.

How do I use the GEMS Rewards Plus offers?

Here are the benefits as a GEMS Rewards Plus member:

- Access to swimming pools, gyms, private beaches, fitness classes at select clubs, discounts on food and beverage outlets, spa treatments across participating hotels and leisure clubs. All information is easy to find in the Member Portal which can be accessed seamlessly by clicking on the link provided in your GEMS Rewards Plus digital membership card on your app. To avail of offers at your selected club or any associated venues, just show your digital membership card to the venue's team.

Can I change the clubs I selected for my membership after the purchase?

You will be able to request one club change for free within 30 days from sign up.

To change a club after 30 days, a club change & admin fee apply. The charges are applicable per adult member.

Detailed fee structure is listed in the <https://advplus.ae/page/terms-and-conditions> under section 1.6.

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What is the difference between Single and Family membership?

With a Single Membership, you are given free access and any guest you may want to bring with you (adult or child) you would have to pay the discounted guest rate. The guest rates are available to see in the Member Portal.

If you were to opt-in for the Family Membership, you may have up to four family members using the membership. Family members are husband, wife/partner and up to 2 children age 15 or below. The same policy applies to guests and guest rates as for single membership.

How do I get a GEMS Rewards Plus membership?

Login to the GEMS Rewards App using the credentials provided to you.

Click on the upgrade GEMS Rewards Plus tile on the home page and follow the simple steps and complete the purchase. We will cross check if you have been a recent member of any partner clubs, verify your understanding of our Terms & Conditions and from there, your digital membership card will feature on the homepage of the app. You can instantly access the member portal by clicking on "view real-time clubs' availability and offers" link on your membership card.

If you have opted for a Family Membership and included a Junior (child aged 16-20) then please ensure that as a primary GEMS Rewards member you have added your Partner and Junior as a "Friends & Family" member on the GEMS Rewards App. This will ensure that your Partner and Junior Child will be able to view their own digital membership card when they download and login to the GEMS Rewards App on their respective mobile devices.

How long is the membership valid for?

Your membership will be valid for 12 months from the date of purchase.

What do I find under Member Portal?

Everything about GEMS Rewards Plus and your membership:

- Your profile & personalised referral code (rewards included)
- Your selected clubs and availability indicators (green - plenty available, orange - getting busy, red- full for the time being)
- Your linked children (for family memberships)
- All offers that are currently available to you across all clubs and more!

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CLUB ACCESS

Is the access to my selected clubs unlimited?

Yes, unlimited visits, but access is not guaranteed. We operate on a First-Come-First-Served-Basis. This means that members may have fully used our membership access at a particular club on a day. If one of your clubs is already very busy, the best options are either to access the club on another day or spend the day at either of the other clubs on your list. We always recommend checking the Member Portal for real-time occupancy updates before setting off.

If you are looking for further details, please refer to <https://advplus.ae/page/terms-and-conditions/> section 1.5.

How many members can access each club in a day?

A sufficient number of membership slots are being purchased at each club with ratios based on usage trends and member levels.

What happens if I go to a club and there are no membership slots free?

If membership slots are all in use at the time of your visit, you may be able to pay the special day rate to gain access, subject to availability. Alternatively, spend the day at one of the other clubs on your list. We always recommend checking the Member Portal for real-time occupancy updates before setting off.

Can I access the same club multiple times a day?

No. You may visit a club only once a day, subject to the availability of membership slots by the time of your visit.

Can I access more than one club in a day?

Yes. You may visit more than one club in a day, subject to the availability of membership slots by the time of your visit.

Can I find out how busy each of my select clubs is before I decide which one to visit?

Yes! Simply click on "view real-time clubs' availability and offers" link on your digital membership card and you can see clubs selected by you under "My Clubs".

The club availability indicators are:

GREEN: Plenty available | **ORANGE:** Getting Busy | **RED:** Full for the time being

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CHILDREN & GUESTS

I have children. Am I allowed to take them with me to the pools and gyms?

Children are allowed to go with you to use the facilities and membership you purchase. Most clubs don't allow access to gyms for those under 16 years old. Check each venue's information and their facilities description for more details. Some guest rates may apply, depending on the club and the day of the week.

Can my child use the facilities without my presence?

Children can only go with you as your guests or under Family Membership.

Can the clubs ask for my children proof of age?

Yes. This is standard practice, please keep their Emirates IDs on you at all times.

Can I share my membership with my friend(s) or other family members?

No. The membership is non-transferable. Each card/ App includes a photograph of the membership holder, and all clubs reserve the right to cross-check the Emirates ID in case of image mismatch. If the ID does not match the membership details, clubs reserve the right to refuse entry.

What are the guest rates at the gyms? I want to take a guest with me.

For more information on guest rates, refer to each venue's Detailed Club Guide page for more specific club's fees.

ADDING PARTNER OR EXTRA FAMILY MEMBERS

I wish to add a partner to sign up with me. Does it have to be a wife or a husband? What if I am unmarried?

Yes, you can add a partner. You can either select a family membership or two single memberships.

You do not need to be married to nominate someone to get a GEMS Rewards Plus membership. You are free to add a partner as you see fit. It may be your sister, brother, friend, relative or even a cousin.

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All we ask is that you ensure that your partner is familiar with the terms and conditions of the membership and invite them as a Partner in the GEMS Rewards App under Family & Friends, this will ensure that your Partner will be able to view their own digital membership card when they download and login to the GEMS Rewards App on their respective mobile devices.

What if I have 3 or more children?

You have two children included in the membership within the ages 5-15. If your additional children are four years or younger, you can message us their Name + Surname + DOB after joining, and we will manually add them to your membership. If you wish to add additional children between the ages of 5-15, there will be an extra fee (in general, the fee is calculated as 50% of the single membership plan). In this case, you can add the number of children you include in your membership in the first step of the check-out process, and the total membership price will update automatically.

My son/daughter is between 16-20 years old. Which membership can I select?

Children between 16-20 are considered "adults" when it comes to club entry. Meaning clubs require Juniors to hold membership with their membership ID for check-in. However, at the same time, Junior below 18 or 21 cannot access all clubs. Some have a very strict 21 and above policy. In addition, some clubs can only be accessed accompanied by an adult.

To comply with the club's procedures as closely as possible, we have created a Junior Membership. Junior membership is not a standalone membership. It can only be purchased as an add-on to single or family membership to guarantee that an adult accompanies the junior. The price of a junior membership is the same as a single membership.

PAYMENTS & FEES

How can I pay?

You can pay by credit card/ debit card. The payment is collected for the membership duration upfront or via Spotii in four instalments. As a GEMS Rewards Plus member, you also have the option to pay monthly.

How does the monthly payment work?

The first payment is calculated as a prorated amount until the end of the current month plus one whole month. After that, every next payment will be deducted on the 1st day of the month.

Should the payment fail for whatsoever reason, you will need to settle the entire outstanding

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amount in one payment to re-activate the access. While we are waiting for your payment, you will not be able to access the clubs. Please note the membership expiry date remains the same.

The minimum commitment is for 12 months. If the member cancels, the remainder of the 12 months will be charged.

How much does membership cost?

Our membership prices are charged per person or per family, per annum. The rates may vary. Please refer to the packages page for more information.

What payment methods do you accept?

We accept major credit cards and debit cards.

Do you offer pro-rata refunds?

We do not offer refunds.

What is Spotii, and how does it work?

Spotii is a payment portal that verifies your credit score, and if you qualify, you can split your payments across four instalments. The instalments will automatically deduct from your card/account over the initial four months of the membership, not quarterly. The same terms of use apply to memberships purchased using Spotii as if the payment was one-time upfront payment. If you require more information on Spotii, please visit <https://advplus.ae/page/spotii>

CLUB ACCESS AND CARD DELIVERY

How will I get my card?

You will receive a digital membership card immediately on your GEMS Rewards app the moment you complete the subscription process.

How do I get access to the Member Portal?

Upon purchase completion, you will receive the digital membership card. This card has a link titled "view real-time clubs availability and offers", just click on this link and you will be able to access the Member Portal



Why do I need the Member Portal and the digital membership card?

To access the club, you will be required to show the digital membership card on your GEMS Rewards app. All clubs operate a strict No-Card-No-Entry policy.

Here is what you find under your Member Profile login:

- Your profile & personalised referral code (rewards included)
- Your selected clubs and availability indicators (green - plenty available, orange - getting busy, red- full for the time being)
- Your linked children (for family memberships)
- All offers currently available to you across all clubs and more.

What happens if I have subscribed to GEMS Rewards Plus and my child moves from a GEMS school or as a GEMS Employee I resign from my employer?

Once you have your membership and you have paid the annual fees, you will be able to retain the membership and use it until it expires. Upon membership renewal, the membership price may be different.