



Sky Horizon® Spark Membership Management



Introduction

Sky Horizon® Spark Membership Management System helps in managing various club, gym, spa, fitness center and wellness club activities including memberships, profiles, booking and reservations, registrations, members' history, expiry dates, walk-in guests, membership payments, direct billing, membership installments, inventory control, management notifications, fitness assessment, online Web guest portals, and retail and point of sale in addition to integration with front office and PBX system interfaces for in-house guests inquiry and charge postings.

The system is also equipped with a comprehensive set of reports including financial and revenue analysis, trainers follow-up and commissioning, in addition to guests attendance control via magnetic cards.

The Big Picture



Features at a Glance

- Multi-Property, Multi Language
- PCI-compliance built in system
- Advanced Dashboard & Business Reports
- PMS & back office Interfaces
- Guest promotion e-mails
- Memberships Management
- Family & Corporate Membership Management
- Classes & Personal Training Management
- Stores & Professional Items Management
- Spa Treatment Booking Management
- Online booking portal
- Lockers & Towels Management
- Reservation confirmation card and e-mails
- Treatment Packages
- Gift Certifications
- Unlimited therapist & trainers schedules
- Guests medical notes
- Waiting list and lost revenues

Core Modules



Memberships



Guest Booking



Classes



Fitness Assessment &
Nutrition



Accounting & Billing



Inventory



Attendance



Retail Items



Management
Dashboard



Alerts & Notifications



Interfaces

Operational Features

- Tracking member profiles and statistical data.
- Tracking member registration information.
- Tracking membership attendance through magnetic cards.
- Offering multiple and customized registration programs.
- Tracking expired/to-be-expired memberships.
- Tracking top and special members.
- Using magnetic cards swipes for attendance and expiry check.
- Printing membership cards.
- Dealing with walk-in guests.
- Dealing with hotel's in-house guests.
- Full medical and fitness assessment.
- Store sub system included.
- Point of Sale (POS) sub system included.
- Comprehensive booking system.
- Deposit handling.
- Nutrition system.

Memberships

- User-defined membership types.
- Multi-membership per profile.
- Single, couple, family, and corporate memberships.
- Advanced family rating criteria; by age and type.
- Initial fees handling.
- Open-rate & open-period membership types.
- Fixed & seasonal memberships.
- Memberships with limited number of visits.
- Membership installments tracking module.
- Membership freezing policy and rules.
- Membership renewal option with initial fees policy.
- Membership promotions with auto expiry and payment adjustment.
- Transfer membership to new or existing memberships.
- Member suspension for a period with auto activating option.
- Membership extension with payment rules.
- Membership attendance tracking.
- Member card tracking, design, and printing.
- Lockers rental handling.
- Membership approvals policy.
- Member balance alert and notifications.
- Membership detailed user log.
- Free-pass guest visits with members.

Reservations

- User friendly reservations screen.
- Drag-and-drop option for all reservation types.
- View reservations by therapist and/or by room.
- Daily, weekly, and monthly views.
- Therapists, rooms and equipment availability.
- Waiting list option with auto availability checkup.
- Series, packages and gift certificates handling.
- Group reservations option.
- Therapist overtime calculation.
- Therapist commission calculations.
- Reservation confirmation lists.
- Professional items with auto stock deduction.
- Link treatment with therapists and rooms.
- Cancel reservation policy with cancellation fees.
- Auto no-show reservation recognition.
- Therapist/room block-out option.
- Therapist/room outlets and grouping.

Classes

- Classes with minimum and maximum number of attendees.
- Class time sheets for trainers.
- Trainers commissions for classes and based on attendees.
- Sessions check-in/out.
- Session reservations.

Fitness Assessment & Nutrition

- Advanced fitness assessment sheet.
- Track member fitness visits.
- Define nutrition items and link them with member visits.

Attendance

- Member attendance tracking.
- Member card swiping.
- Access door control by member cards.
- Staff attendance tracking.
- Floating locker tracking.

Retail Items

- Custom categories and sub categories.
- Items barcode option.
- Sales person.
- Multi-store system.
- Minimum and maximum QoH limits.
- Store transferring and receiving options.
- Store spot check option.

Accounting

- Invoice tracking module.
- User-defined payment methods.
- User-defined discount types.
- User-defined taxes.
- Pre-payments module.
- Custom invoice and receipt styles.
- Multi-payment method per invoice.
- Service charge calculation option.
- Tips & donations option.
- Complimentary discount handling.
- User-defined extra charges.
- Advanced trainer and therapist commission calculations.
- Advanced cashless module with back office and POS interface.

Security

- Auto expire user password after specific number of days.
- Lock user password after specific number of trials.
- Password minimum and maximum length.
- Enforce password complexity requirement.
- Deactivate user option.
- User groups authorization.
- User access rights to all system transactions.
- User log for all user actions

Alerts & Notifications

- Auto and manual SMS sending.
- Auto and manual email sending.
- Advanced email template editor.
- User login alerts and notifications.
- Member check-in alerts and notifications.
- Member late installment SMS and/or email.
- Guest reservation reminder SMS and/or email.
- Member 'thank you' SMS and/or email messages.
- Cancel reservation confirmation SMS and/or email.
- Membership expiry reminder SMS and/or email.
- Stock below minimum alert SMS and/or email.
- Stock above maximum alert SMS and/or email.
- Gift certificate expiry alert SMS and/or email.
- Package expiry alert SMS and/or email.
- Series expiry alert SMS and/or email.
- Guest birthday SMS and/or email.

Interface: Property Management Systems

- Sky Horizon, Opera, and Protel PMS systems.
- Online transactions posting.
- Custom PMS accounts per revenue category.
- Paymaster room per payment method.
- Deposit and pre-payments handling.
- Taxes and service charge postings.
- Tips and discount postings.
- In-house guest inquiry.
- Import in-house guest information.

Interface: Point of Sale Systems

- Bi-directional interface.
- Online member balances provided to POS system.
- Auto deduction from member balances by POS centers.
- Cashless option handling between Spark and POS.

Interface: Back Office Systems

- Custom interface file design.
- Custom accounts mapping.
- Pre-payments and adjustments handling.