



IN-SHAPE PARTNERSHIP FREQUENTLY ASKED QUESTIONS

Q: What kind of discount is offered to San Joaquin County Employees?

A: Discounts:

- 20% Retail Monthly (Month-to-Month Membership Dues)
- Waived Enrollment Fee
- Waived Prorate
- Waived Annual Fee

Q: How will the fees be deducted from my paycheck?

A: In order to access the discounts, fees are automatically deducted from your paycheck upon sign-up. Membership fees are deducted each pay period. Your monthly fees are split across each of the 26 pay periods.

Q: Why do you need a credit card or bank information when signing up if I am getting a payroll deduction?

A: In-Shape requires members to have a bank account or credit card on file, regardless of the payments being drawn from your paycheck.

Q: Do I have to have an employee ID number to sign up?

A: Yes. You will need your employee ID number in order to sign up using the employee discount and to have payroll deductions for membership fees.

Q: Who can I contact with any questions regarding membership?

A: You will need to reach out to In-Shape directly. San Joaquin County has partnered with In-Shape to offer this discount, but county staff are not familiar with plans or membership information. Feel free to reach out to your local In-Shape fitness facility. They can also be reached at:

[In-Shape Health Clubs](#)

[Corporate Account Team](#)



[Phone: \(209\) 922-0030](tel:(209)922-0030)

[Email: corporateaccounts@inshape.com](mailto:corporateaccounts@inshape.com)

Hours: Monday – Friday, 8am – 5pm, pst

Q: What if I want to sign my family up, but I am not interested in signing myself up?

A: In order to receive the San Joaquin County partnership discounts, the employee themselves has to be on any plan. You can add your family members to the plan for additional fees. Please see the fee schedules on the In-Shape webpage by selecting your package [Gyms Memberships at In-Shape Fitness](#)

Q: What are the fees for the different memberships?

A: You can view pricing information by visiting [Gyms Memberships at In-Shape Fitness](#) and selecting your choice of packages and facilities. Membership fees will be displayed at the bottom of the page. There are multiple options for the type of membership you choose.

Q: How do I cancel my membership?

A: You will need to cancel the policy directly with In-Shape. Please see below their cancellation policy.

Cancellation Policy: The Employee must submit a written cancellation request to In-Shape Solutions (ISS). Cancellation will become effective 30 days from the date received by ISS Corporate Office. ISS will then notify payroll department of the cancellation effective date. If the employee quits or is terminated, membership will continue as his/her responsibility until a written 30-day cancellation is received by ISS Corporate Office.