



Planet Fitness Member Gender Identity Non-Discrimination Policy

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Who We Are:

Planet Fitness is more than your neighborhood fitness center – we are the Judgement Free Zone®. At Planet Fitness, we celebrate and champion diversity and provide an environment where everyone feels accepted, respected and like they belong. **Planet Fitness prohibits discrimination and harassment that is based on gender identity** or gender expression in the workplace and in our clubs. The following is our corporate policy regarding the accommodation of our members and team members in terms of their gender identity.

Terminology:

Gender Identity: a person's sense of self as male, female, or non-binary. This may or may not be related to the person's sex assigned at birth.

- Transgender: an umbrella term that refers to any person whose gender identity as male or female is different than the gender identity typically associated with the person's assigned sex at birth.
- Non-binary: an umbrella term that encompasses people who do not identify exclusively as a man or a woman. This would include identities such as agender, bigender, genderqueer or gender-fluid.

Gender Expression: external appearance of one's gender identity, usually expressed through behavior, clothing, haircut, voice, or other physical attribute which may or may not conform to socially defined behaviors and characteristics typically associated with being either masculine or feminine.

Gender Pronouns: the terms people choose to refer to themselves that reflect their gender identity. These might be he/him, she/her or gender-neutral pronouns such as they/them. Knowing and using a person's correct pronouns fosters inclusion, makes people feel respected and valued, and affirms their gender identity – and doing so is important to our inclusive environment and is in line with our policies.

Policy Provisions:

- Planet Fitness does not tolerate verbal or physical harassment of any member or team member for any reason.
- If any member experiences harassment, it should be reported by the member to a Planet Fitness team member as soon as possible. The Planet Fitness team member must take immediate action to address the situation and to ensure the safety of the member.

- If a Planet Fitness team member harassed the member, it must be reported to the appropriate supervisor(s) immediately, and the Planet Fitness supervisor(s) must take immediate action to address the situation and to ensure the safety of the member. Issues not resolved to a member's satisfaction should be directed to [Contact Us](#) form. Please, fill out the form and under the question, "What can we help you with?" please select 'Staff Issue'.
 - Team members who have experienced harassment by other team members or members should report harassment in accordance with their ownership group's reporting guidelines, which may be found in your employee handbook or similar HR document.
 - In the instance of harassment of a member or a team member, the allegations should be investigated, the situation assessed to determine necessary changes moving forward, and appropriate action should be taken.
1. Transgender and nonbinary persons applying for membership will not be turned away, referred to another fitness facility, or treated in a discriminatory fashion because of their gender identity. Transgender and nonbinary persons applying for employment will not be turned away or treated in a discriminatory fashion because of their gender identity. We have uniform standards for membership and employment regardless of gender identity and/or expression.
 2. **Members and team members will be treated according to their self-reported gender identity.** If a serious concern or significant doubt about the bona fides of a person's transgender or nonbinary status/identity arises and which the team member can articulate, the team member shall address their concerns with the member. If discussion with the member fails to resolve the serious concern or doubt, the club may ask for external evidence of the member's asserted gender identity. If it is confirmed that a member is acting in bad faith and **improperly asserts a gender identity**, **they may be asked to leave and their membership may be terminated.**
 3. Private information such as a person's identification as transgender or nonbinary and any medical information must be treated as confidential.
 4. Subject to Section Three above, **all members and team members may use Planet Fitness locker room facilities and programs based on their self-reported gender identity**; these facilities include bathrooms, showers, and all other facilities separated by sex. Wherever possible, Planet Fitness clubs should maintain private changing areas in each locker room for the comfort of all members and team members. Where applicable, gender-neutral bathrooms may also be made available as needed for the privacy and comfort of members and team members.

Use of a gender-neutral bathroom is voluntary.

5. **Planet Fitness team members and members should address transgender and nonbinary members and other team members with preferred names, titles, pronouns, and other terms consistent with their self-reported gender identity.** If a team member or member accidentally misgenders someone, please apologize. Ask the member or team member for their preferred pronouns and use those going forward.
6. The resolution of any conflict or question arising under this policy is at the sole discretion of Planet Fitness team members. Planet Fitness reserves the right to take appropriate action up to and including termination of a person's membership or employment immediately for any violation of this policy or a club rule.

<https://www.planetfitness.com/about-planet-fitness/customer-service#region-faq-accordion-3>