

Welcome to the WASP Xplor App

In April 2025, we introduced the Xplor Customer Portal, designed to simplify the management of your and your family's activities, bookings, and memberships at our facilities.

Now, the next phase of our upgrade is here – the WASP Xplor App! This app streamlines your experience and serves as a vital companion to the existing Customer Portal.

Here's what you can do with the WASP Xplor App:

- Individual digital Membership ID barcode for all families members (note: you cannot use your digital membership ID card at the gym if you are a brand new member, you must present to the kiosk in person, during staffed hours, to have your photo attached to your account, and participate in a facility induction);
- Purchase memberships and 10 visit passes;
- Book activities, including all group fitness classes, creche, term and holiday programs;
- Cancel attendance at activities if your plans change;
- View all your and your families' booked activities in one location;
- Check details and status of your and your families' memberships.

How to Access the App

The app is available for both Apple iOS and Google Android users.

Before you can use the WASP Xplor App, you must be an existing profile in the customer portal and your address, phone number and date of birth must be inputted.

From here, you can use your customer portal log in for the WASP Xplor App.

Download the Apps here:

[WTA WASP - Apps on Google Play](#)

[WTA WASP App - App Store](#)



Do I Still Need to Use the Xplor Customer Portal?

Yes! The app complements the Customer Portal, and you will still need to access the portal for:

- Updating personal and financial information
- Modifying direct debit payment details
- Paying outstanding invoices
- Purchasing concession or junior memberships / visit passes

Are there any other changes I need to be aware of?

Yes, members and visit pass holders will no longer be provided with a **complimentary fob**. If you wish to have a fob as well as your digital membership ID barcode, they are available for purchase at the kiosks for \$5.00. Users are able to use both fob and barcode access, or just one of the access options depending on your preference.

Can I screen shot my barcode and share it?

No, the app is configured to prevent screenshots on the Membership ID card screen. Just the same as the access fobs, as per the terms and conditions agreed to upon purchase of your membership, the barcode is for you only and will be checked regularly against your profile picture and CCTV footage. Any misuse of your barcode by sharing it with another person may result in termination of your membership, without a refund. And you may not be eligible to enter into a new membership.

Will there be more upgrades coming to the app?

Looking ahead, our next major milestone is Facility Bookings within the mobile app. This will allow customers to search, view availability, and book facilities directly from your phone. Only squash courts, tennis courts and pool party tables are instant bookings. All other bookings of WTA facilities will be approved pending review. We will advise customers when this feature becomes available.

If you have questions about the App or your Xplor account in general, please feel free to reach out to us at wasp@weipatownauthority.com.au.