



What to expect

Wodify Payments in Europe

Process payments faster with our
fully-integrated payment solution.

Powered by **stripe**

Benefits

- Quick and easy approval process;
- Flat, transparent pricing - No hidden fees;
- Enhanced financial reporting;
- Automated and thorough chargeback dispute process;
- Integration to Quickbooks;
- Payouts in 4 business days for credit cards;
- Payouts in 6-7 business days for SEPA debit;
- A brand new Dashboard in Wodify so you can view line by line detail of every deposit including the exact fees;
- Fully supported by Wodify's in-house team.

Credit card rates

W Core		Engage	Grow	Promote			
COUNTRIES	CURRENCY	RATE (per transaction)		RATE (per transaction)			
Finland, France, Ireland, Italy, Portugal, Spain, Austria, Belgium, Germany, Luxemburg, Netherlands	EUR	2.10%	0.25€	2.00%	0.25€	1.90%	0.25€
United Kingdom	GBP	2.20%	0.25£	2.10%	0.25£	2.00%	0.20£
Denmark	DKK	2.10%	2.00kr	2.00%	2.00kr	1.90%	2.00kr
Norway	NOK	2.30%	2.00kr	2.25%	2.00kr	2.20%	2.00kr
Sweden	SEK	2.30%	2.00kr	2.25%	2.00kr	2.20%	2.00kr
Switzerland	CHF	2.30%	0.30Fr	2.25%	0.30Fr	2.20%	0.30Fr

Bank debit rates

W Core		All Packages
COUNTRIES	CURRENCY	RATE (per transaction)
Finland, France, Ireland, Italy, Portugal, Spain, Austria, Belgium, Germany, Luxemburg, Netherlands	EUR	0.00% 0.50€
United Kingdom*	GBP	0.00% 0.50£

*Bank account/Direct debit not currently supported

Frequently Asked Questions

- **What is Wodify Payments?**

Wodify Payments is our fully integrated payment solution powered by Stripe.

- **Will it be required to switch to Wodify Payments?**

If you would like to continue processing payments through Wodify, it is required that you switch to Wodify Payments before September.* If you no longer wish to process payments in Wodify, then it is not required.

- **After September, why will Paysafe no longer be a payment processing option?**

Wodify Payments has made changes to our integration with Stripe to accommodate the new SCA regulations that are required to process payments in Europe. However, these required changes to the integration with Paysafe. Therefore, we can longer support Paysafe as a payment processor.

- **What will the new SCA requirements in Wodify payments look like for my customers?**

Your customers will be required to fill out additional verification information about themselves when using a payment method at your gym. Wodify will use the [3D Secure](#) authentication across your Wodify account any place where payment methods can be used or stored.

- **Does it cost anything to switch from Paysafe to Wodify Payments?**
No, there is no cost to migrate to Wodify Payments.
- **How long will it take for Wodify to switch me over to Wodify Payments?**
In many cases, you should wait until you receive any and all pending Paysafe deposits which are visible through your Paysafe dashboard. After that, however, Wodify can switch you over to Wodify Payments in less than a day.*
- **When I switch over, will I need to recollect my members' payment methods?**
This depends. Most of your members' credit card information will be saved and transferred to your new Wodify Payments account. However, you will need recollect any customers who pay by Bank Account/ACH.*
- **Do I need to cancel my Paysafe account? If so, when?**
Yes, you will need to cancel your Paysafe account with Paysafe directly but you should not close your account until all of you pending deposits are received.*
- **What monthly fees or annual fees will I be charged with Wodify Payments?**
There are no monthly or annual fees associated with Wodify Payments.

- **I'm not on the new Wodify pricing tiers mentioned above (Engage, Grow or Promote) so I don't know what my rates will be with Wodify Payments.**
What are my rates?
Speak with our support staff or email support@wodify.com for more information on rates for legacy customers.
- **Am I charged anything for failed credit or debit card transactions?**
Yes - the 0.20€ transaction fee applies to all payment attempts, even if they fail.
- **My country is not in the Eurozone. Is there anything else I should know?**
If you are in the EU but your country is not within the Eurozone (Switzerland, UK, Denmark, Norway, and Sweden) Wodify Payments does not currently support Bank Account/Direct Debit payments so you will only be able to process payments made by credit cards. We anticipate bank account payments will be available soon, but ultimately Wodify will need for Stripe to release this option so we may implement it.
- **Where can I learn more about SCA and other business regulations enforced?**
To learn more about SCA, head [here](#).

- **How does Wodify Payments handle chargebacks?**

A chargeback occurs when one of your athletes questions your charge with their bank or credit card company. Banks usually ask customers for a reason for the chargeback. [Learn more about how Wodify Payments handles chargebacks.](#)

- **Is there a fee associated to a chargeback?**

If the chargeback is resolved in your favor you will be fully refunded. That being said, if you receive a chargeback in Wodify, these rates will follow per card dispute lost:

- EU: 15€
- UK: 15£
- Denmark: 150DKK
- Norway: 150NOK
- Sweden: 150SEK
- Switzerland: 15CHF

**Our team can help answer these questions about your specific account. Email us at support@wodify.com or book a call at 1on1.wodify.com*