



# Program Q&A

## ABOUT THE ACTIVE&FIT DIRECT™ PROGRAM

**1. Q: What is included in the Active&Fit Direct program?**

- A:**
- Access to 12,500+ standard gyms nationwide and/or 8,500+ premium exercise studios.
  - 12,000+ free on-demand workout videos available before members enroll. They just need to create an account.
  - The ability to enroll a spouse/domestic partner<sup>1</sup>.
  - Activity tracking through the Active&Fit Direct Connected!™ tool, which aggregates data from 250+ wearable fitness trackers and apps.
  - Online healthy living articles and videos.
  - No long-term contracts.

**2. Q: How much does it cost?**

- A:** The Active&Fit Direct program offers a standard gym membership at \$28/month, and/or a premium membership with 20% – 70% discounts on most exercise studios.<sup>2</sup> Members may purchase a membership for one or more fitness centers and will receive a \$5 discount off the monthly fee for each membership purchased after their first. If members purchase multiple standard memberships, they will only pay an enrollment fee for the first. If they purchase multiple premium memberships, they will pay an enrollment fee for each premium membership. Additional fees apply if enrolling their spouse or domestic partner.

## ELIGIBILITY

**3. Q: How is the Active&Fit Direct program made available for purchase?**

- A:** The Active&Fit Direct program is offered through hundreds of organizations including employer groups, associations, insurance companies, health plans, and others behind a secure website login. Members may be offered the opportunity to enroll through several different options.

**4. Q: How can members check their eligibility for the Active&Fit Direct program?**

- A:** Members can contact their employer, association, or health plan to see if they have access to the program.

## ENROLLMENT

**5. Q: How can members enroll in the Active&Fit Direct program?**

- A:** Members may enroll by going to the Active&Fit Direct section of their employer/association/health plan website. From there, they can link over to the Active&Fit Direct website and enroll.

**6. Q: Why can't a member enroll in the Active&Fit Direct program if the exact URL provided to them is typed in their web browser?**

- A:** Members must use the dedicated link found directly on their employer, association, or health plan page. Advise members to visit that page and click on the link, which contains a code that tells us they're eligible for the Active&Fit Direct program. This link cannot be copied and pasted, nor can it be typed into a web browser.

**7. Q: Is there a minimum age requirement to enroll in the Active&Fit Direct program?**

- A:** Yes, members must be 18 years of age or older to enroll in the program.

**8. Q: What will members pay at enrollment?**

- A:** Members may choose to start their Active&Fit Direct membership immediately, or they may delay their enrollment date to the first of the next month. This is so those who enroll late in the month do not have to pay a full month's fees, since fees are not prorated. They will pay an enrollment fee(s), monthly fees for their first 2 months, and any applicable taxes. If they delay their enrollment date to the first of the next month, they will pay an enrollment fee, the next month's fees, and applicable taxes. Fees will vary based on gym or studio selection. After a 2-month commitment, participation is month-to-month.

**9. Q: Once enrolled, when can a member start using their gym?**

**A:** If a member chooses to start their Active&Fit Direct membership immediately, they will have access to their fitness card as soon as they enroll and can use it to go to their selected gym or studio right away. If they choose to delay their enrollment to the first of the next month, they can go to their gym on the first.

**10. Q: Can members pause their Active&Fit Direct enrollment and then resume at a later time?**

**A:** No, this option is not available at this time. Members would need to cancel their enrollment and then re-enroll when they are ready (this would require the member to pay their enrollment fee again).

**11. Q: Does an Active&Fit Direct member get an Active&Fit Direct fitness card? If so, how is one obtained?**

**A:** Yes. The fitness card is available in the member's Active&Fit Direct account. Once enrolled, a member can print their fitness card or save it to their phone, and show it to the participating gym or studio.

**12. Q: How does an Active&Fit Direct member cancel their enrollment?**

**A:** A member can cancel their enrollment on the Active&Fit Direct website after the 2-month enrollment period. However, the member may need to pay another enrollment fee if they cancel their membership and then enroll again at a later date. Members should refer to the Program and Website Terms and Conditions on the Active&Fit Direct website for more information.

## **SPOUSES/DOMESTIC PARTNERS**

**13. Q: How does an Active&Fit Direct member enroll their spouse/domestic partner?**

**A:** A member can enroll their spouse/domestic partner directly from their account. They must first be enrolled before they can enroll their spouse/domestic partner. The member will input their spouse's/domestic partner's information, and then be directed to select their fitness center. Once their fitness center is selected, the primary member will pay their spouse's/domestic partner's enrollment and monthly fees.

**14. Q: Can spouses/domestic partners enroll in multiple gyms?**

**A:** Yes, primary members may purchase multiple memberships for their spouse/domestic partner. They will also receive the \$5 discount off monthly fees for each gym membership purchased after the spouse's/domestic partner's first gym membership.

**15. Q: Does a spouse/domestic partner get an Active&Fit Direct fitness card? If so, how is one obtained?**

**A:** Yes. Once the primary member enrolls their spouse/domestic partner in the Active&Fit Direct program, the spouse/domestic partner will receive an email to register their own account. From there, they will be able to view their fitness card, as well as access online resources.

**16. Q: If an Active&Fit Direct member cancels their membership, will the spouse's/domestic partner's membership also be canceled?**

**A:** Yes. The primary member would have to re-enroll in the Active&Fit Direct program in order for the spouse/domestic partner to be enrolled.

## **PAYMENT**

**17. Q: When are monthly payments charged?**

**A:** A recurring monthly fee plus applicable taxes is charged on the same date each month, starting the month after they enroll. Each recurring monthly fee is a prepayment for the next month. Please note, if the member enrolls on the last day of the month, for example the 31st, their payment date will be the last day of each month.

**18. Q: How do members read their invoice?**

**A:** On the initial invoice, members will see one or more of the following descriptions as well as the name of the gym for which the charges apply. Not all line items will appear on each invoice:

**Active&Fit Direct Program.** This line represents features that are included with Active&Fit Direct including activity tracking, etc. There is no additional charge for these features once they have a gym or studio membership.

**Next Month's Fee.** Fitness center memberships are billed one month in advance, so this line item shows the amount they are paying for next month. It includes applicable taxes.

**Current Month's Fee (if applicable).** This line item shows the amount they are paying for the current month's membership. It includes applicable taxes.

**Enrollment Fee.** This line item shows that they have paid the initial enrollment fee, plus applicable taxes.

**19. Q: Does a member ever have to pay a gym or studio directly to participate in the Active&Fit Direct program?**

**A:** Members pay their required Active&Fit Direct fees directly to the Active&Fit Direct program; they will not pay anything to the gym or studio to enroll. Additional services or products may be available for purchase through the member's chosen gym or studio.

## **FITNESS CENTERS**

**20. Q: What types of fitness centers are part of the Active&Fit Direct program?**

**A:** Members can choose from 12,500+ standard gyms and 8,500+ premium exercise studios. Fitness centers range from your conventional health clubs to boutique exercise studios offering yoga, cycling, Pilates, and more. These include coed and gender-specific fitness centers. Fitness centers, amenities, and classes vary by location.

**21. Q: What is the difference between standard and premium gyms and studios?**

**A:** The main difference between the standard and premium gyms and studios is the monthly fees. Gyms in the standard network cost \$28/month, plus a \$28 enrollment fee and applicable taxes. Monthly fees for premium exercise studios vary and an enrollment fee will apply for each exercise studio, plus any applicable taxes. Exercise studios in the premium network are typically higher priced and may offer more specialty experiences or packages.

**22. Q: Can members try out a gym before enrolling?**

**A:** Yes, most gyms offer a free guest pass through the Active&Fit Direct program to make sure members find the gym or studio that's right for them. Members use the fitness center search, select a location, click the *Request a Guest Pass* button, then bring the letter with them to their selected location. Note that most, but not all, fitness centers offer a guest pass through the Active&Fit Direct program.

**23. Q: Can members switch their gym?**

**A:** Yes, members have flexibility when switching gyms. They can switch their gym on the first of the following month for no additional cost. If they would like to switch their gym and use the new gym right away, they will pay the current month's fee for the new gym and will have access to both their new gym and previous gym through the end of the month.

**24. Q: How many fitness centers can members go to?**

**A:** Members can purchase a membership to as many gyms or exercise studios as they would like. The first gym they select will cost \$28/mo. for a standard membership. Fees vary for premium exercise studios. Each additional membership will be discounted \$5 off the monthly fee. For example, if they purchase 2 standard gym memberships, they will pay \$28/mo. for the first and \$23/mo. for the second. Primary members may also purchase multiple gym memberships for their spouse/domestic partner, paying the full monthly fee for their spouse's/domestic partner's first gym and the \$5/mo. discount for each additional membership. Some gym brands allow reciprocity between their gym locations, meaning members can go to multiple gym locations for no additional fees.

**25. Q: Can members continue to use their existing gym or studio?**

**A:** If their gym or studio is part of the Active&Fit Direct network, then yes, their gym or studio will allow them to cancel or suspend current memberships, so they may enroll in the Active&Fit Direct program at no penalty. If a member decides to cancel their Active&Fit Direct enrollment, and the original gym or studio membership was suspended (and not canceled), the member's original membership should be reinstated.

**26. Q: How does a member nominate a fitness center to be included in the Active&Fit Direct network?**

**A:** If a fitness center is not listed on the Active&Fit Direct website, a member can nominate a location by scrolling to the bottom of the search results, locating *Can't find your fitness center?*, and clicking *Nominate a Fitness Center*. The member will provide the name, address, and phone number of the location. The location will be contacted for possible addition to the Active&Fit Direct network.

**27. Q: What if a member has a complaint against a fitness center?**

**A:** Members can use *Contact Us* on the Active&Fit Direct website. We'll review the complaint and follow up accordingly—methods of follow-up may include inquiry letters, site visits, or secret shopper calls. We'll circle back with the member on their complaint

## WEBSITE FEATURES

### 28. Q: **How do members find the on-demand workout videos?**

**A:** Prior to enrolling, they can get started with 12,000+ on-demand workouts at no cost! They just click *Join Now* from their home page to create their account and view these videos.

### 29. Q: **What is the Active&Fit Direct Connected!™ tool?**

**A:** The Active&Fit Direct Connected! tool aggregates activity data from compatible wearable fitness devices and apps so that enrolled members can track their activity goals online. It can also track activity from connected exercise equipment.

### 30. Q: **How does a member use a wearable fitness tracker or app to track activity?**

**A:** Once a member enrolls, they'll follow these steps:

- Click *Connected!* on their dashboard.
- Click *Manage Apps/Devices* in the upper-right corner of the page.
- Review the list of approved devices and apps (hover over each image to see a full list of supported devices and apps from each manufacturer).
- Click *Connect* for the device or app they wish to connect and follow the instructions to grant permission for data to be transferred to their Active&Fit Direct account.
- Once completed, they will be redirected to their account and see a message that the connection is successful.

Purchase of a wearable tracker or app may be required and isn't reimbursable by the Active&Fit Direct program (though there are free apps that can track members' progress as well).

<sup>1</sup> Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees may vary based on fitness center selection.

<sup>2</sup> Plus an enrollment fee and applicable taxes for standard fitness facilities. Costs for premium exercise studios exceed \$28/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.