



# Program Q&A



## ABOUT THE ACTIVE&FIT DIRECT™ PROGRAM

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

- A:**
- The choice of 12,800+ standard gyms nationwide and/or 10,200+ premium exercise studios.
  - 17,000+ 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>
  - 10% - 50% discounts on top health and fitness brands including Adidas®, New Balance®, Fitbit®, Garmin®, Nutribullet®, and more.<sup>2</sup>
  - One-on-one well-being coaching in areas such as fitness, nutrition, stress, sleep, and GLP1-assisted weight loss.<sup>3</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>4</sup> When members purchase a membership for more than one gym or studio, they will receive a \$5 discount off the monthly fee for each membership purchased after their first. Fees include applicable taxes plus a one-time \$28 program enrollment fee. 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 available through select organizations who have contracted directly with the Active&Fit Direct program. It's offered through hundreds of organizations including employer groups, associations, insurance companies, health plans, and others. Only eligible members may enroll.

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

- A:** Members can contact their employer, association, health plan, or other sponsoring organization 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's, association's, health plan's, or other sponsoring organization's 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 special link found directly on their employer's, association's, health plan's, or other sponsoring organization's website. 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: Once enrolled, when can a member start using their gym?**

**A:** Members have 2 options when they enroll. They can choose to start their membership immediately, or they can delay their enrollment date to the first of the next month. They will be able to make this choice during checkout.

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

**A:** If a member chooses to start their membership immediately, they will pay the current and next month's fees, a \$28 program enrollment fee and applicable taxes. If they delay their start date to the first of the next month, they will pay the next month's fees, plus a \$28 enrollment fee and applicable taxes. Fees will vary based on gym or studio selection. After the 2-month enrollment period, participation is month-to-month.

**10. Q: What happens once a member is enrolled?**

**A:** Once enrolled, members can find their Active&Fit Direct fitness card on their Dashboard. They can then print their card or save it to their phone and take it with them to their chosen gym or studio. The gym or studio will verify their enrollment and ask them to complete a membership agreement. Members may receive a membership card or key tag which can be used each time they go to the gym.

**11. 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 may require the member to pay their enrollment fee again).

**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 with 30 days' notice. There are no fees or penalties if a member cancels their membership, however if they want to re-enroll at a later date they may have to pay another enrollment fee. Members must cancel their membership through the Active&Fit Direct website. They do not need to go to their gym or studio to cancel. Members should refer to the Program and Website Terms and Conditions on the Active&Fit Direct website for more information.

## **PAYMENT**

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

**A:** Recurring monthly fees and taxes are charged to the member's credit card on the same date each month as the date of their first payment, starting the month after they enroll. Each recurring monthly fee is a prepayment for the next month. If the member enrolls on the 12th of the month, their payment date each month will be on the 12th of the month. If they enroll on the last day of the current month, their payment date will be the last day of each month moving forward. For example, if they enroll on the last day of March (March 31) their next payment date will be on April 30, the last day of April. If a primary member enrolls a spouse/domestic partner, the spouse's/domestic partner's membership fees will be on the primary member's invoice. Members can access their invoices in the Active&Fit Direct Billing & Payments section within their account.

**14. 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 one-on-one well-being coaching, activity tracking, etc. There is no additional charge for these features once they have a gym or studio membership.

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

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

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

**15. 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 enrollment and membership fees to the Active&Fit Direct program. Enrollment and monthly fees will be applied to their Active&Fit Direct account. Additional services or products (including membership key cards, tags, or fobs) may be available for purchase through their chosen gym or studio.

## GYMS AND STUDIOS

**16. Q: What types of gyms and studios are part of the Active&Fit Direct program?**

**A:** Members can choose from 12,800+ standard gyms and 10,200+ premium exercise studios. Gyms range from your conventional health clubs to boutique exercise studios offering yoga, cycling, Pilates, and more. These include coed and gender-specific gyms. Gyms, amenities, and classes vary by location.

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

**A:** Standard gyms include conventional health clubs while premium exercise studios include boutique studios offering yoga, cycling, Pilates, and more. Standard gyms cost \$28/mo. and premium studios are typically higher and vary. Fees include applicable taxes and a one-time \$28 program enrollment fee.

**18. 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 *Request a Guest Pass*, then bring the letter with them to their selected location. Note that most, but not all, gyms offer a guest pass through the Active&Fit Direct program.

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

**A:** Members have flexibility when changing gyms. They can switch gyms within the standard network and go to their new gym on the first of the next month for no additional fees; or they can go to the new gym right away for a one-time fee. Additional fees will apply when changing within the premium network or from a standard gym to a premium studio.

**20. Q: How many gyms or studios 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/month for a standard membership. Fees vary for premium exercise studios. Each additional membership will be discounted \$5 off the monthly fee. Fees include applicable taxes and a one-time \$28 program enrollment fee.

For example, if a member purchases 2 standard gym memberships, they will pay \$28/month for the first and \$23/month for the second. Monthly fees include applicable taxes. They may also purchase multiple gym memberships for their spouse/domestic partner, paying the full monthly fee for their spouse's or domestic partner's first gym and a \$5/month discount on each additional membership. Some gym brands allow members to go to multiple gym locations for no additional fees. Members can check with their chosen gym to see if this is available.

**21. 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.

**22. Q: How does a member nominate a gym or studio to be included in the Active&Fit Direct network?**

**A:** If a gym or studio 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. It may take up to 4 months for a nominated gym to join the Active&Fit Direct network. Members can check the fitness center search page on the website periodically to see if the gym has been added.

## SPOUSES/DOMESTIC PARTNERS

**23. 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 gym or studio. Once their gym or studio is selected, the primary member will pay their spouse's/domestic partner's enrollment and monthly fees.

**24. Q: Can primary members choose their spouse's/domestic partner's start date?**

**A:** If a primary member chooses to start their membership immediately or their membership is already active, they can choose to start their spouse's/domestic partner's membership immediately or delay until the first of the next month. If a primary member delays their start date until the first of the next month, their spouse's/domestic partner's start date must also be delayed.

**25. 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 full-price gym membership.

**26. 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 (valid for 24 hours). From there, they will be able to view their fitness card, as well as access well-being coaching (if offered) and online resources.

**27. 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.

## **MARKETPLACE**

**28. Q: Who can use the Marketplace?**

**A:** Members/employees whose program sponsor offers Marketplace.

**29. Q: Can spouses use the Marketplace too?**

**A:** Enrolled spouses who have registered to use the website will have access to the Marketplace, if offered by the primary member's program sponsor.

**30. Q: Where is Marketplace on the website?**

**A:** Members will see information about the Marketplace on their Dashboard after logging into the website.

**31. Q: I have a problem with an order, or a member wants to cancel it, who do they contact?**

**A:** Members should directly contact the vendor offering the product. When they click on the links provided in the Marketplace, they will be redirected to a third-party website, with no affiliation to ASH. Separate terms and conditions will apply.

**32. Q: The order page is not working – who do members contact?**

**A:** Members should directly contact the vendor offering the product. When they click on the links provided in the Marketplace, they will be redirected to a third-party website, with no affiliation to ASH. Separate terms and conditions will apply.

## **WELL-BEING COACHING**

**33. Q: What is well-being coaching?**

**A:** With well-being coaching, members can have one-on-one phone conversations with a well-being coach at no additional cost. Our well-being coaches provide goal-oriented coaching in areas such as fitness, nutrition, stress management, sleep, and GLP-1 assisted weight loss. The program is customized to help members set and reach their goals at their own pace.

**34. Q: How can a member participate in coaching?**

**A:** Once a member enrolls in the Active&Fit Direct program, they'll find the well-being coaching program details on their home page. The member simply schedules a kickoff coaching session by calling the provided phone number.

## **WEBSITE FEATURES**

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

**A:** Members can get instant access to 17,000+ free on-demand workout videos before they enroll. They just need to create a free account by clicking *Join Now* on the homepage.

**36. 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.

### 37. 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.

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<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> Not all program sponsors offer Marketplace; vendors, products, and discounts are subject to change.

<sup>3</sup> The Active&Fit Direct program is not a medical provider or pharmacist, and its coaches do not offer medical or pharmaceutical advice. They cannot and do not diagnose or treat medical, mental health, or other health conditions. Coaches provide general information for educational purposes only. For any medical or health concerns, consult a qualified healthcare professional.

<sup>4</sup> Fees vary based on premium exercise studios selected. Members may purchase multiple standard and premium gym memberships with a \$5 discount off the monthly fee for each membership purchased after their first.