

Program Q&A

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

A: The Active&Fit Direct program provides members with a fitness center membership at a cost well under market prices. No long-term contract. Members have a choice of over 10,000 fitness centers participating in the Active&Fit Direct network nationwide. And the network of fitness centers continues to grow! Members have flexibility to switch fitness centers anytime. Their program membership also includes an online searchable directory to find fitness centers, activity tracking, and online classes.

2. Q: What are the different types of fitness centers participating with the Active&Fit Direct program?

A: The Active&Fit Direct network includes both coed and gender-specific fitness and exercise centers.

3. Q: Can members try out a fitness center before enrolling?

A: Yes, most fitness centers offer a free guest pass through the Active&Fit Direct program to make sure members find the fitness center 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.

4. 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. A \$25 enrollment fee, \$25 for the current month (regardless of the enrollment date within that month), \$25 for the next month, and applicable taxes are due when the member enrolls. Each month's fee is \$25 (plus applicable taxes). After a 3-month commitment, participation is month-to-month. Once enrolled, members may view or print their fitness card and take it to any fitness center in the Active&Fit Direct network. Once the fitness center verifies the member's enrollment in the Active&Fit Direct program, the member will sign a standard membership agreement and receive a card or key tag from the fitness center to check in on subsequent visits.

5. 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.

6. Q: Why can't a member access the Active&Fit Direct website 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: Once enrolled, when can a member start using the fitness center?

A: A member has access to their fitness card as soon as they enroll on the website and can use it to go to the participating fitness center right away.

9. 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 \$25 enrollment fee again).

10. Q: How do members read their invoice?

A: On the initial invoice, members will see 2 descriptions:

- “Setup fee: Active&Fit Direct Fee.” This line item shows that the member has paid \$50, which includes their \$25 enrollment fee and their \$25 monthly membership fee for the current month, plus applicable taxes.
- “Active&Fit Direct Fee.” Future invoices will show one description: “Active&Fit Direct Fee.” This is the member’s prepayment for the next month’s \$25 membership fee, plus applicable taxes, which is charged on the same day as their initial enrollment date.

Going forward, the member’s credit card on file will be charged \$25 plus applicable taxes on the same date each month, which will prepay the next month’s fee.

11. Q: When are monthly payments charged?

A: Recurring \$25 payment—plus applicable tax—is charged on the same date each month as their enrollment date, 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.

12. Q: Can members continue to use their existing fitness center?

A: Active&Fit Direct network fitness centers allow members 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 fitness center membership was suspended (and not canceled), the member’s original membership should be reinstated.

13. 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 in our network?,” 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.

14. 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 fitness center.

15. 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.

16. Q: Does a member ever have to pay a fitness center 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 fitness center to enroll. However, members are responsible for paying any fees associated with upgrading their fitness center standard membership directly to the fitness center. Any non-standard fitness center services that typically require an additional fee are not included.

17. Q: What is the Active&Fit Connected!™ tool?

A: The Active&Fit 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.

18. Q: How does a member use a wearable fitness device or app to track progress with the Active&Fit Connected! tool?

A: Once the member is enrolled in the Active&Fit Direct program, they can choose from a variety of compatible wearable fitness devices and apps to sync and track their activity. To get started, the member logs in to their account and clicks “Connected!” in the top navigation of their home page. Then from the Connected! page, they click the link, “Manage Apps/Devices” in the upper right section of the screen. They review the current list of approved devices/apps. (They can hover over each image for a full list of supported devices/apps from each manufacturer.)

The member clicks the “Connect” button for the device or app they wish to connect and follows the instructions provided to grant permission for data to be transferred to their Active&Fit Direct account. Once completed, they’ll be redirected to their Active&Fit Direct account and see a message that the connection is successful. Purchase of a wearable fitness device or app may be required and is not reimbursed by the Active&Fit Direct program (though there are free apps that can track members’ progress as well).

19. Q: How do members find the online classes?

A: Once enrolled, the member selects the Resource Library tab. Here they’ll find educational classes and articles as well as 800+ on-demand workout videos at no extra cost.

20. 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 3-month enrollment period. Members should refer to the “Program and Website Terms and Conditions” on the Active&Fit Direct website for more information.

