

# Member FAQs

- Q: What is included in the Active&Fit Direct™ program?**

**A:** The Active&Fit Direct program provides you with access to memberships through a broad network of participating fitness centers. You also have access to online tools such as a fitness center search, activity tracking, and more.
- 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 centers, and exercise centers.
- Q: Can I try out a fitness center before enrolling?**

**A:** Yes. If you are interested in a fitness center but are not ready to enroll, you may request a letter to take to a fitness center that has indicated they provide guest passes. You must register on the Active&Fit Direct website URL provided by your employer/health plan to request the guest pass letter.
- Q: How can I enroll in the Active&Fit Direct program?**

**A:** You may enroll in the Active&Fit Direct program by going to the Active&Fit Direct website URL provided by your employer/health plan. A \$25 enrollment fee, \$25 for the current month (regardless of the enrollment date within that month), and \$25 for the next month are due when you enroll. Each month's fee is \$25. After a 3-month commitment, participation is month-to-month. Once enrolled, you may view or print your fitness card and take it to any fitness center in the Active&Fit Direct network. Once the fitness center verifies your enrollment in the Active&Fit Direct program, you will sign a standard membership agreement and receive a card or key tag from the fitness center to check in on subsequent visits.
- Q: Once enrolled, when can I start using the fitness center?**

**A:** You have access to your fitness card as soon as you enroll on the website and can go to the participating fitness center right away.
- Q: When are monthly payments charged?**

**A:** Recurring payments are charged on the same date each month as your enrollment date, starting the month after you enroll. The fee collected is for the following month's participation. If your payment date does not exist in a month, the payment will be charged on the closest day within the same month (e.g., if you enroll January 30, the recurring payment is February 28, the last day of the month).
- Q: Can I continue to use my existing fitness center?**

**A:** Active&Fit Direct network fitness centers allow you to cancel or suspend current memberships so you may join the Active&Fit Direct program at no penalty. If in the future you decide to cancel your Active&Fit Direct membership, and the original fitness center membership was suspended (and not canceled), your original membership should be reinstated. If the fitness center is not part of the Active&Fit Direct network, you should go online to [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com) to find a participating fitness center.

- 8. Q: How do I 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, you may nominate the fitness center by providing the name, address, and phone number. The fitness center will be contacted for possible addition to the Active&Fit Direct network. Check back periodically to see if your nominated fitness center has been added to the network.
- 9. Q: Do I get an Active&Fit Direct fitness card? If so, how is one obtained?**  
**A:** Yes. The fitness card is available on [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com). Once enrolled, you can print your fitness card or save it to your phone, and show it to the participating fitness center.
- 10. Q: What is the process for complaints against a fitness center?**  
**A:** You can contact customer service via [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com) to file a complaint. American Specialty Health Fitness, Inc., provider of the Active&Fit Direct program, will assess complaints and follow up accordingly. Methods include inquiry letters, site visits, or secret shopper calls.
- 11. Q: Do I ever have to pay a fitness center directly to participate in the Active&Fit Direct program?**  
**A:** You pay a monthly \$25 fee and an enrollment fee directly to the Active&Fit Direct program and do not pay a fitness center directly. However, you are responsible for paying any fees associated with upgrading your fitness center standard membership directly to the fitness center. Any non-standard fitness center services that typically require an additional fee are not included.
- 12. Q: What are the features available on the Active&Fit Direct website?**  
**A:** You can register to use the website and access all of the features, including a fitness center search, activity tracking, and more.
- 13. Q: What is the Active&Fit Direct Connected!™ program?**  
**A:** The Active&Fit Direct Connected! program is a tool that aggregates fitness center visits and activity from wearable fitness devices and apps so that you can track your activity goals online.
- 14. Q: After I register for the Active&Fit Direct website, what must I do to use a wearable fitness device or app to track progress with the Active&Fit Direct Connected! program?**  
**A:** Once you have enrolled in the program, you are provided with a custom marketplace that displays all of the wearable fitness devices and apps that are part of the program. You select one of these wearable fitness devices or apps, and are directed to the device or app website to give permission for data to be sent to the Active&Fit Direct program. You are then directed back to [www.ActiveandFitDirect.com](http://www.ActiveandFitDirect.com). Once the device is linked to the Active&Fit Direct program, you are able to track progress on the Active&Fit Direct website. 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 your progress as well).
- 15. Q: How do I cancel my membership?**  
**A:** You can cancel your membership after the minimum 3-month enrollment period on the Active&Fit Direct website. Your fees paid to the Active&Fit Direct program are refundable only in very limited circumstances. You should refer to the Program and Website Terms and Conditions located on the Active&Fit Direct website for more information on canceling your membership and for restrictions on refunds.

