

# Member FAQs

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

**A:** The Active&Fit Direct program provides you with access to a broad network of participating fitness centers at a cost well under market prices. You also have access to online tools such as a fitness center search, activity tracking, and more.

**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 centers, and exercise centers.

**3. 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 guest pass letter and bring it to the fitness center indicated on the letter. You must register on the Active&Fit Direct website URL provided by your employer/health plan/organization to request a guest pass.

**4. 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.

**5. Q: Is there a minimum age requirement to enroll in the ActiveFit Direct program?**

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

**6. 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.

**7. Q: How do I read my invoice?**

**A:** On your initial invoice, you'll see 2 descriptions:

- Setup fee: Active&Fit Direct Fee: This line item shows that you have paid your enrollment fee and \$25 for the remainder of the current month (e.g., September).
- Active&Fit Direct Fee: This line item shows that you have prepaid your dues for the following month's participation (e.g., October 1 – 31). Please note that the fees cover from the 1st of the following month to the last day of that month, regardless of the date you enrolled. For example, if your invoice reads that your Active&Fit Direct Fee covers September 15 – October 15, your payment will be withdrawn on September 15 and your membership will be prepaid for October 1 – 31.

Going forward, you will prepay your fees for the following month (e.g., in October, you will prepay for November). Your card on file will continue to be charged on the same date each month, and you will be able to access your future invoices in your Active&Fit Direct online account.

**8. 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).

- 9. 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 enroll in the Active&Fit Direct program at no penalty. If you decide to cancel your Active&Fit Direct enrollment, 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.
- 10. Q: Can I add family members to my fitness center membership through the Active&Fit Direct program?**  
**A:** No, this program is for individual enrollment only. However, depending on the program offered to you, your spouse/dependents (18 years and older) may be eligible to enroll in the Active&Fit Direct program for \$25 a month per person (plus a \$25 enrollment fee each and applicable taxes).
- 11. 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.
- 12. 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.
- 13. 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.
- 14. Q: Do I ever have to pay a fitness center directly to participate in the Active&Fit Direct program?**  
**A:** You pay your required Active&Fit Direct fees directly to the Active&Fit Direct program; you will not pay anything to the fitness center to enroll. 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.
- 15. 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.
- 16. Q: What is the Active&Fit Connected!™ program?**  
**A:** The Active&Fit Connected! program is a tool that aggregates activity data from wearable fitness devices and apps so that you can track your activity goals online.
- 17. Q: After I register for the Active&Fit Direct website, what must I do to use a wearable fitness device or app to track activity with the Active&Fit Connected! program?**  
**A:** Once you are enrolled in the Active&Fit Direct program, you can choose from a variety of approved wearable fitness devices and apps to sync and track your activity. To get started, log in to your account. In the upper-right-hand corner of your screen, click the arrow next to your name and then select “Apps and Devices” from the drop-down menu. Review the current list of approved devices/apps. (Hover over each image for a full list of supported devices/apps from each manufacturer\*.) Click the “Connect” button for the device or app you wish to connect and follow the instructions provided to grant permission for data to be transferred to your Active&Fit Direct account. Once completed, you’ll be redirected to your 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 your progress as well).
- 18. Q: How do I cancel my enrollment?**  
**A:** You can cancel your enrollment through the Active&Fit Direct website after the minimum 3-month enrollment period. 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 enrollment and for restrictions on refunds.

