



# Member FAQs



## ABOUT THE ACTIVE&FIT DIRECT™ PROGRAM

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

**A:** Your membership includes all of these benefits:

- A fitness program membership for just \$25/month with a \$25 enrollment fee, plus any applicable taxes
- Choice of 11,000+ fitness centers participating in the Active&Fit Direct network nationwide. And our network of fitness centers continues to grow! Switch fitness centers anytime.
- 2,500+ digital workout videos so you can work out at home or on-the-go
- A variety of workout classes available anytime on YouTube and Facebook
- Activity tracking through the Active&Fit Direct Connected!™ tool, which aggregates data from 250+ wearable fitness trackers and apps
- Unlimited one-on-one lifestyle coaching in areas such as fitness, nutrition, stress, and sleep
- Digital resources and classes
- No long-term contract

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

**A:** The Active&Fit Direct program is just \$25/month with a \$25 enrollment fee, plus applicable taxes. When you enroll, you'll pay the enrollment fee (\$25), the current month's membership fee (\$25), and the next month's membership fee (\$25)—so \$75, plus applicable taxes gets you started.

3. **Q: Is there a minimum period when I enroll?**

**A:** Yes, there is a 2-month minimum enrollment period. After the 2-month commitment, participation is month-to-month.

4. **Q: What is the Active&Fit Direct program?**

**A:** The Active&Fit Direct program is a flexible and comprehensive low-cost fitness program offered through American Specialty Health Fitness, Inc. It is one of America's fastest growing fitness programs. Our parent company, American Specialty Health Incorporated, was started in 1987 and provides a broad range of fitness and health care programs nationally. The Active&Fit Direct program's mission is to help you become more active without breaking the bank.

5. **Q: Why is the Active&Fit Direct program not offered to the public?**

**A:** The Active&Fit Direct program is a membership-type program and, therefore, is not offered to the public. It's offered through hundreds of organizations including employer groups, associations, insurance companies, health plans, and others. Only eligible members may enroll in the Active&Fit Direct program.

## ELIGIBILITY

6. **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. You may be offered the opportunity to enroll through several different options.

7. **Q: How do I know if I'm eligible to participate?**

**A:** Contact your employer, association, or health plan to see if they participate in the Active&Fit Direct program. If so, they will direct you to a dedicated link, which provides access to the Active&Fit Direct website to enroll. You won't be able to enroll without this dedicated link.

## ENROLLMENT

8. **Q: How can I enroll?**

**A:** Find the Active&Fit Direct section of your employer/association/health plan website. From there, you can link over to the Active&Fit Direct website, register, and click “Enroll Now.”

9. **Q: I’m on the Active&Fit Direct website but I can’t seem to enroll. What do I do?**

**A:** First, check to make sure you got to the website by clicking on the dedicated link found on your employer, association, or health plan page. This link cannot be copied and pasted, nor can it be typed into a web browser. The Active&Fit Direct program is a membership program that’s only available through your employer, association, or health plan. It’s not available to the public.

10. **Q: I’m enrolled! When can I start using the fitness center I selected?**

**A:** Once enrolled, print your Active&Fit Direct fitness card (or save it to your phone) and take it with you to the fitness center. The fitness center will verify your enrollment and ask you to complete their standard membership agreement. You’ll receive the fitness center’s standard membership card or key tag. Now you’re all set to start working out. Just use the fitness center’s membership card or key tag every time you check in at your fitness center for a workout.

11. **Q: Do I get an Active&Fit Direct fitness card?**

**A:** Yes! Once enrolled, print your Active&Fit Direct fitness card or save it to your phone. Take it with you and present it to the fitness center. They will use your fitness card to verify your enrollment and then have you complete their standard membership agreement. If you lose the printed Active&Fit Direct fitness card, just log back in to print another or show it on your phone.

12. **Q: Do I need to sign a long-term contract with the Active&Fit Direct program?**

**A:** No, the Active&Fit Direct program does not require any long-term contracts! After your initial 2-month enrollment period, participation is month-to-month. There is an Active&Fit Direct “Program and Website Terms and Conditions” that applies to all participating members.

13. **Q: How do I cancel my membership?**

**A:** You can cancel your enrollment anytime on the Active&Fit Direct website. If you cancel your membership during your initial 2-month commitment, your enrollment will be terminated on the last day of your first 2 months. You should refer to the “Program and Website Terms and Conditions” for more information.

14. **Q: Are there any fees or penalties if I terminate my Active&Fit Direct membership?**

**A:** No, there are zero penalties or fees if you terminate your Active&Fit Direct membership. However, you may need to pay another \$25 enrollment fee if you cancel your membership and then enroll again at a later date.

15. **Q: Can I pause my enrollment and then resume later?**

**A:** If you are going to stop your membership with the Active&Fit Direct program, you’ll have to cancel your Active&Fit Direct membership and then re-enroll when you’re ready to get started with the Active&Fit Direct program again (and pay your \$25 enrollment fee again).

16. **Q: Do I have to be a certain age to enroll?**

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

## PAYMENT

17. **Q: What will I be charged when I enroll?**

**A:** When you enroll, you will pay a \$25 enrollment fee, and the current month’s fee (\$25), and you’ll prepay the second month’s fee (\$25) for a total of \$75, plus applicable taxes. Going forward, your 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. You can access your invoices in your Active&Fit Direct online account.

18. **Q: When are my monthly payments charged?**

**A:** Your recurring monthly fee of \$25, plus applicable taxes is charged on the same date each month as your enrollment date, starting the month after you enroll. Each recurring monthly fee is a prepayment for the next month. If you enroll on the 12th of the month, your payment date each month will be on the 12th of the month. Please note, if you enroll on the last day of the month, for example the 31st, your payment date will be the last day of each month.

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

**A:** On your initial invoice, you will see 3 descriptions:

“Next Month’s Fee.” This line item shows that you have paid \$25. This is your prepayment for the next month’s \$25 membership fee, plus applicable taxes, which is charged on the same day as your initial enrollment date.

“Monthly Fee.” This line item shows that you have paid \$25, which is your \$25 monthly membership fee for the current month, plus applicable taxes. “Enrollment Fee.” This line item shows that you have paid \$25, which is your \$25 enrollment fee, plus applicable taxes.

Let’s see an example:

- You join the program on September 12th. You would see an invoice charging you \$75 plus applicable taxes.
- \$25 covers the following month’s membership fee (October 1st – 31st).
- \$25 covers the current month’s membership (September 12th – 30th).
- \$25 covers the enrollment fee.
- Your original enrollment date (12th) is your payment date, when you will be charged for each month’s membership going forward. (In this case, on October 12th, you would prepay for November 1st – 30th.)

**20. Q: Do I ever have to pay a fitness center directly for anything?**

**A:** Under your Active&Fit Direct membership, you are eligible for a standard membership at any of our 11,000+ participating fitness centers nationwide. You pay your Active&Fit Direct enrollment and membership fees initially and then monthly to the Active&Fit Direct program; you will not pay anything to the fitness center to enroll and to remain eligible for the standard fitness center membership during the term of your participation with the Active&Fit Direct program. However, if you decide to upgrade your standard fitness center membership, then you would pay the additional upgrade fees directly to the fitness center. Any non-standard fitness center services that typically require an additional fee are not included in the Active&Fit Direct monthly membership fee of \$25.

**21. Q: I’ve received a promo code. How do I use it?**

**A:** On the Active&Fit Direct website, confirm your favorite fitness center is in the network and click “Enroll Now.” After you create an account and agree to the terms, you’ll be directed to the payment screen. Enter your promo code in the designated box and click Apply. Please note: Promo codes are case-sensitive and must be entered exactly as provided.

## HEALTHY LIVING PROGRAM

**22. Q: What is the Healthy Living Program?**

**A:** With the Healthy Living program, you have personalized, over-the-phone coaching to help you achieve your health goals, whatever they may be. Get matched with a professional lifestyle coach who will provide education and training in areas such as fitness, nutrition, stress, and sleep. The program is customized to support you as an individual, and help you set and reach your goals at your own pace.

**23. Q: How can I participate in the Coaching Program?**

**A:** Once you enroll in the Active&Fit Direct program, you’ll find the Healthy Living program details on your home page. Simply schedule your initial 30-minute kickoff session by calling the provided phone number.

## DAILY WORKOUT CLASSES

**24. Q: Do I need to be enrolled in the Active&Fit Direct program to access the workout classes on YouTube and Facebook?**

**A:** No. These 30-minute classes, led by a certified instructor, are available to anyone interested. Follow @MyActiveandFit on Facebook for the class schedule. You can also watch them anytime on YouTube.

**25. Q: Are the workout classes advanced or can beginners benefit too?**

**A:** All fitness levels are welcome. Our instructors will demonstrate exercise modifications during classes when one is available.

## FITNESS CENTERS

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

**A:** We contract with 11,000+ of the top fitness centers across the country—ranging from your conventional health clubs to boutique studios with yoga, cycling, and more. These include coed and gender-specific fitness and exercise centers. Fitness centers, amenities, and classes vary by location.

**27. Q: Can I try out a fitness center before I enroll?**

**A:** Yes, most fitness centers offer a free guest pass through the Active&Fit Direct program to make sure you find the fitness center that's right for you. If you find a fitness center in our directory and want to try it out first, use the fitness center search, select a location, and click the "Request a Guest Pass" button. Bring the letter to your selected location. Note that most, but not all, fitness centers offer a guest pass through the Active&Fit Direct program.

**28. Q: Can I continue to use my existing fitness center?**

**A:** If your fitness center is part of the Active&Fit Direct network of 11,000+ fitness centers, then yes, your fitness center will 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 membership, and the original fitness center membership was suspended (and not canceled), your original membership at the fitness center should be reinstated.

**29. Q: How can I nominate a fitness center that I would like to become part of the Active&Fit Direct network?**

**A:** If you're not finding your favorite fitness center listed on the Active&Fit Direct website, simply scroll to the bottom of the search results, locate "Can't find your fitness center in our network?" and click "Nominate a Fitness Center." Provide the name, address, and phone number of the location. We'll contact them for possible addition to the Active&Fit Direct network.

**30. Q: What if I have a complaint against a fitness center?**

**A:** Please 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 you on your complaint.

**31. Q: Can I change my fitness center? If so, how often?**

**A:** Yes, of course. You can change fitness centers at any time at no additional cost. We want to make sure you find the right fitness center for your schedule, lifestyle, and fitness preferences. Just log in, find your new Active&Fit Direct fitness center, and reprint your fitness card if needed (or save it again to your phone). Go to your new fitness center and present your Active&Fit Direct fitness card. They will use your fitness card to verify your enrollment and then have you complete their standard membership agreement. And now you can get started at your new fitness center!

**32. Q: Can I use a different fitness center while traveling?**

**A:** Yes, you can visit a different fitness center while traveling at no additional cost. Just log in, find a convenient Active&Fit Direct fitness center, and reprint your fitness card (or save it again to your phone). Go to the fitness center and present your Active&Fit Direct fitness card. They will use your fitness card to verify your enrollment and then have you complete their standard membership agreement.

## WEBSITE FEATURES

**33. Q: How do I find the added benefits, like digital workout videos?**

**A:** Prior to enrolling, get started with 200 digital workouts at no cost! Just click Get Started from your home page to register and view these videos. Or enroll to become a member and access all 2,500+ digital workout videos. Select the Resource Library tab at the top of the page for the workout videos, educational classes, and more.

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

**A:** Once you enroll, you can use the Active&Fit Direct Connected! tool to aggregate activity data from compatible wearable trackers and apps to sync and track activity online. It can even track your activity from your connected exercise equipment.

**35. Q: How do I use my wearable fitness tracker or app to track activity?**

**A:** Once you enroll, follow these steps:

- Click "Connected!" in the top navigation of your home page.
- Then from the Connected! page, click the link, "Manage Apps/Devices" in the upper right section of your screen.
- 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 will be redirected to your account and see a message that the connection is successful.
- Purchase of a wearable tracker 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).