Active&Fit DIRECT®

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 starting at just $25/month, plus an enrollment fee and any applicable taxes
   - Choice of 16,000+ fitness centers and studios participating in the Active&Fit Direct network nationwide. Select from 11,000+ Standard fitness centers and studios, or any of our new 5,000+ Premium fitness centers and exercise studios. Switch fitness centers anytime.
   - 4,000+ digital workout videos so you can work out at home or on-the-go
   - Once enrolled, you have the ability to enroll your spouse/domestic partner *
   - 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
   - Digital resources and classes
   - No long-term contracts

2. **Q: How much does it cost?**
   A: Fees will vary based on your fitness center selections, but the Active&Fit Direct program starts at just $25 a month, plus an enrollment fee and any applicable taxes. When you enroll, you'll pay the enrollment fee, the first month's membership fee, and the next month's membership fee. (Additional fees apply if enrolling your spouse/domestic partner.)

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 "Join 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 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 membership agreement. You'll receive the fitness center's 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 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 membership agreement. If you lose the printed Active&Fit 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 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 enrollment fee again).

16. **Q: Do I have to be a certain age to enroll?**
    A: Yes, you must be 18 years 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 an enrollment fee, the first month's fee, and you'll prepay the second month's fee, plus any applicable taxes. Fees will vary based on fitness center selection. Additional fees for some fitness centers may apply but will be clearly communicated prior to payment. Going forward, your credit card on file will be charged your monthly fee plus applicable taxes on the same date each month, which will prepay the next month's fee. If you choose to enroll a spouse/domestic partner, their membership fees will be included on your invoice as well. You can access your invoices in your Active&Fit Direct online account.

18. **Q: When are my monthly payments charged?**
    A: Your recurring monthly fees are 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 invoice, you may see one or more of the following descriptions. Not all line items will appear on each invoice.

"Active&Fit Direct Program." This line represents features that are included with the Active&Fit Direct program including digital workout videos, activity tracking, etc. There is no additional charge for these features once you have a fitness center membership.
"Next Month's Fee." Fitness center memberships are billed one month in advance, so this line item shows the amount you are paying for next month. It includes applicable taxes.
"Enrollment Fee." This line item shows that you have paid your initial enrollment fee, plus applicable taxes.
"Current Month's Fee." This line item shows the amount you are paying for the current month's membership. It includes applicable taxes.

Here's an example of an initial invoice if you selected a Standard Membership:

- You join the program on September 12th. You would see an invoice charging you $75 total, plus applicable taxes.
- $25 covers NEXT month's membership fees (October 1st – 31st).
- $25 covers the enrollment fee.
- $25 covers THIS month's membership fees (September 1st – 30th).
- Your original enrollment date (12th) will become your recurring billing date each month.
- Since memberships are billed one month in advance, your next charge would be on October 12 to cover your November membership.

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 or Premium membership at any of our 16,000+ participating fitness centers nationwide. You pay your Active&Fit Direct enrollment and membership fees initially and then monthly to the Active&Fit Direct program. Additional services or products may be available for purchase through your chosen fitness center. If you decide to change fitness locations, additional fees may apply when selecting a Premium fitness membership location. All enrollment fees and monthly fees will be applied to your Active&Fit Direct account.

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

A: On the Active&Fit Direct website, select your favorite fitness center. After you create an account and agree to the terms, you'll be directed to review your selections and all applicable fees before entering your credit card for payment. You must enter your credit card information before you can apply the promo code. 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. Promo codes can only be used for the Standard fitness centers at this time.

SPOUSE/DOMESTIC PARTNER

22. **Q: How do I enroll my spouse/domestic partner?**

A: To enroll your spouse/domestic partner, you must first be enrolled yourself. Once you create your account, select your fitness center, and pay your initial fees, you can add your spouse/domestic partner from your dashboard. You will be directed to fill out your spouse's/domestic partner's information before selecting their chosen fitness center. You will then pay their initial and monthly fees from your account.

Your spouse/domestic partner will receive an email instructing them to create their own account where they can view their Active&Fit fitness card, as well as access the digital workout videos, the resource library, and more.

23. **Q: Will my spouse/domestic partner pay their own membership fees?**

A: No, the primary account holder is responsible for the membership fees of their spouse/domestic partner.

24. **Q: What if my spouse/domestic partner would like to switch fitness centers?**

A: No problem! You can change their fitness center directly from your account under "Manage Memberships." Your spouse/domestic partner can then log in to their account to access their new fitness card.

25. **Q: What happens if I cancel my membership?**

A: If you cancel your membership, your spouse's/domestic partner's membership will be canceled as well.

DAILY WORKOUT CLASSES

26. **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.

27. **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

28. **Q: What types of fitness centers are part of the Active&Fit Direct program?**
    A: We contract with 16,000+ top fitness centers and studios across the country, ranging from your conventional health clubs to boutique exercise studios offering yoga, cycling, Pilates, and more. Choose from 11,000+ Standard fitness centers and studios and 5,000+ Premium fitness centers and studios. These include coed and gender-specific fitness centers. Fitness centers, amenities, and classes vary by location.

29. **Q: What is the difference between Standard and Premium fitness centers and exercise studios?**
    A: The main difference between the Standard and Premium fitness centers is the monthly fees. Fitness centers in the Standard network cost $25 a month, plus a $25 enrollment fee and applicable taxes. Fees for the Premium fitness centers and exercise studios vary. Fitness centers and studios in the Premium network are typically higher priced and may offer more specialty experiences or packages.

30. **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.

31. **Q: Can I continue to use my existing fitness center?**
    A: If your fitness center is part of the Active&Fit Direct network of 16,000+ 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.

32. **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.

33. **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.

34. **Q: Can I change my fitness center? If so, how often?**
    A: Yes, of course. You can change fitness centers at any time. 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 fitness card. They will use your fitness card to verify your enrollment and then have you complete their membership agreement. And now you can get started at your new fitness center! (Please note: Additional fees may apply if you choose to switch fitness centers in the Premium network.)

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

A: If you are enrolled in the Standard fitness network, you may visit a different Standard fitness center for no additional cost. Just log in, find a convenient Active&Fit fitness center, and print your new 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 membership agreement. Premium fitness centers and studios only offer access to your one chosen location at this time.

WEBSITE FEATURES

36. **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 "Join Now" from your home page to register and view these videos. Or enroll to become a member and access all 4,000+ digital workout videos. Select the "Digital Workouts" tab at the top of the page for the workout videos.

37. **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.

38. **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).

*Add a spouse/domestic partner to a primary membership for additional monthly fees. Spouses/domestic partners must be 18 years or older. Fees will vary based on fitness center selection. M966-042R-CIG 7/21 © 2021 American Specialty Health Incorporated (ASH). All rights reserved. The Active&Fit Direct program is provided by American Specialty Health Fitness, Inc., a subsidiary of ASH. Active&Fit Direct, Active&Fit Direct Connected!, and the Active&Fit Direct logo are trademarks of ASH.