



Gym or home?

We'll keep you active either way.

The Active&Fit Now™ program gives you the flexibility and choice you want from a fitness membership for one low cost per month.



8,300+ standard fitness centers to choose from nationwide, with the ability to change or cancel anytime

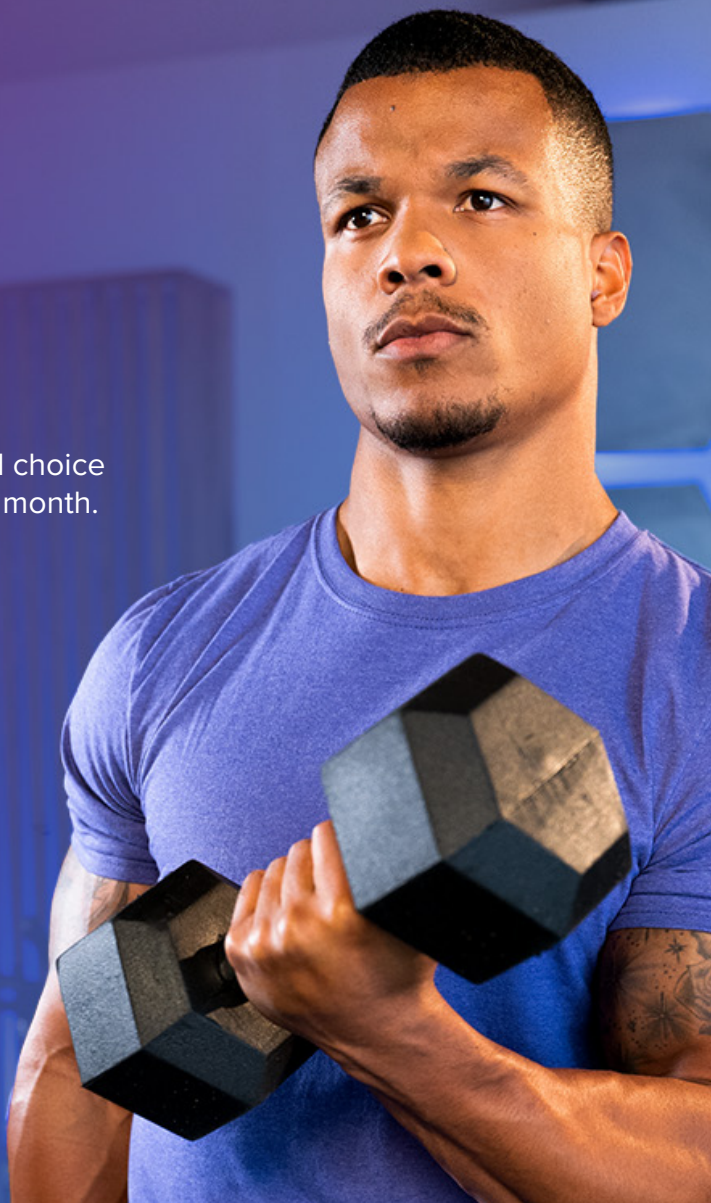
- **PLUS 2,000+ premium exercise studios** with 20% - 70% discounts on most



10,200+ workout videos available on demand

Join for **just \$32/month***
with **no long-term contracts!**

It's working out the way you want.



Sign up online today with ease!

Go to act.fit/now.

8,300+ Fitness Centers including:



*Plus an enrollment fee and applicable taxes. Fees may vary based on fitness center selection. Premium options exceed \$32/month.

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Frequently Asked Questions

ABOUT THE ACTIVE&FIT NOW™ PROGRAM

1. Q: What's included in the Active&Fit Now program?

A: The Active&Fit Now program includes: A fitness membership to your choice of 8,300+ standard gyms, and/or 2,000+ premium exercise studios with 20% - 70% discounts on most.¹ (Plus an enrollment fee and applicable taxes.) No annual fees or long-term contracts. Once enrolled, you will have access to over 10,200+ on-demand workout videos so you can work out anywhere and have the ability to work with a one-on-one well-being coach.

2. Q: How much does it cost?

A: The Active&Fit Now program offers a standard membership at \$32/month, plus a premium membership with 20% - 70% discounts on most exercise studios. Fees may vary based on fitness center selection. When you enroll, you'll pay the enrollment fee, the monthly fees, and applicable taxes for the current and second month of enrollment.

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

A: Yes, there's a 2-month minimum enrollment period. After 2 months, participation is month-to-month.

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

A: The Active&Fit Now program is a flexible, affordable fitness program offered through American Specialty Health Fitness Inc. Our parent company, American Specialty Health Incorporated, was started in 1987 and provides a broad range of fitness and health care programs nationally. Our goal is to help you find a fitness lifestyle that will work out for you.

ELIGIBILITY

5. Q: How do I know if I'm eligible to enroll?

A: The Active&Fit Now program is available to all U.S. residents, ages 18 years and up.

ENROLLMENT

6. Q: How can I enroll?

A: Go to the Active&Fit Now website and select *Join Now*. Once registered, you can enter your zip code in the fitness center search to select a participating location and get started. Or, you can search for and select a fitness center first directly from the homepage, then create an account and pay your initial fees to enroll.

7. Q: I'm enrolled! When can I start using the gym?

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

8. Q: Do I get an Active&Fit Now fitness card?

A: Yes! Once enrolled, print your Active&Fit Now fitness card or save it to your phone. Take it with you and present it at the gym. Or show the card on your phone.

9. Q: Do I need to sign a long-term contract?

A: No, the Active&Fit Now program doesn't require a contract! After your initial 2-month enrollment period, participation is month-to-month. However, you'll need to agree to the Active&Fit Now Program and Website Terms and Conditions that apply to the program.

10. Q: How do I cancel my membership?

A: You can cancel your enrollment anytime on the Active&Fit Now website. If you cancel your membership during your initial 2-month commitment, your enrollment will be terminated on the last day of the second month. Refer to the Terms and Conditions for more information.

11. Q: Are there any fees or penalties if I terminate my membership?

A: No, there are no penalties or fees if you terminate your membership. However, you'll need to pay another enrollment fee if you cancel your membership and enroll again later.

12. Q: Can I pause my membership and resume it later?

A: There is not a pause option for the Active&Fit Now program. If you choose to cancel your membership and decide to re-enroll at a future date, you will have to pay the enrollment fee again.

PAYMENT

13. Q: What will I be charged when I enroll?

A: When you enroll, you'll pay an enrollment fee, and the monthly fees for the current and second month of enrollment, and any applicable taxes. Fees will vary based on the fitness center you choose. Additional fees for some premium fitness centers may apply but will be clearly communicated before you enroll. You can access your invoices in your Active&Fit Now online account.

14. Q: When are my monthly fees due?

A: Your recurring monthly fees and taxes are charged to your credit card 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. If you enroll on the last day of the month, your payment date will be the last day of each month.

15. Q: How do I read my invoice?

A: On the invoice, you may see one or more of the following descriptions. Not all items will appear on each invoice.

Active&Fit Now Program. This represents features that are included with the Active&Fit Now program such as on-demand workout videos, activity tracking, etc. There is no additional charge for these features.

Next Month's Fee. Monthly fees are billed one month in advance. This line shows the amount you're paying for next month. It includes applicable taxes.

Enrollment Fee. This line shows that you've paid the initial enrollment fee, plus applicable taxes.

Current Month's Fee. This line shows the amount you're paying for the current month's fees. It includes applicable taxes.

Here's an example of an initial invoice if you selected a standard \$32 Membership:

- You join the program Sept. 12. You'll see an invoice for \$96 plus applicable taxes:
 - \$32 enrollment fee.
 - \$32 for THIS month's membership fee (Sept. 1-30).
 - \$32 for NEXT month's membership fee (Oct. 1-31).
- Your enrollment date (12th) is your recurring billing date.
- Since memberships are billed one month in advance, your next payment is due Oct. 12 for your November membership.

16. Q: Do I ever have to pay a gym directly for anything?

A: Under your Active&Fit Now membership, you pay all fees to the Active&Fit Now program. You pay your enrollment and membership fees initially and then monthly, and those costs are paid to the gym via the Active&Fit Now program. Additional fees may apply when selecting a premium location. Enrollment and monthly fees will be applied to your Active&Fit Now account. Additional services or products may be available for purchase through your chosen gym.

FITNESS CENTERS

17. Q: What types of gyms are part of the Active&Fit Now program?

A: We contract with thousands of top gyms and studios across the country ranging from conventional health clubs to boutique exercise studios offering yoga, cycling, Pilates, and more. These include coed and gender-specific gyms.

18. Q: What is the difference between standard and premium gym memberships?

A: The standard fitness network includes access to gym memberships for \$32 a month plus a \$32 enrollment fee and applicable taxes. The premium fitness network includes access to higher-priced exercise studios for a buy-up price.

19. Q: Can I try out a gym before I enroll?

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

20. Q: Can I continue to use my existing gym?

A: If your gym is part of the Active&Fit Now network, then yes, your gym will allow you to cancel or suspend current memberships so that you may enroll in the Active&Fit Now program with no penalty. If you cancel your Active&Fit Now membership and the original gym membership was suspended (and not canceled), your original membership at the gym should be reinstated.

21. Q: How can I nominate a gym to become part of the Active&Fit Now network?

A: If you don't see your favorite gym on the Active&Fit Now website, scroll to the bottom of the search results, look for *Can't find your fitness center* 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 Now network.

22. Q: What if I have a complaint against a gym?

A: Please use Contact Us on the Active&Fit Now website. We'll review your complaint and follow up accordingly and may send inquiry letters, conduct site visits, or secret shopper calls. We'll circle back with you on your complaint.

23. Q: Can I change my gym? If so, how often?

A: Yes, of course. We want to make sure you find the right gym for your schedule, lifestyle, and fitness preferences. Just log in, select your new Active&Fit Now gym, and reprint your fitness card if needed or save it again to your phone. Go to your new gym and present your Active&Fit Now fitness card. They will use your fitness card to verify your enrollment and then have you complete their membership agreement. Note that additional fees may apply.

WELL-BEING COACHING

24. Q: Can I change my gym? If so, how often?

A: Yes, of course. We want to make sure you find the right gym for your schedule, lifestyle, and fitness preferences. Just log in, select your new Active&Fit Now gym, and reprint your fitness card if needed or save it again to your phone. Go to your new gym and present your Active&Fit Now fitness card. They will use your fitness card to verify your enrollment and then have you complete their membership agreement. Note that additional fees may apply.

25. Q: How can I participate in Well-Being Coaching?

A: Once you enroll in the Active&Fit Now program, you'll find the well-being coaching details on your dashboard. To schedule your initial 30-minute session, call the phone number on your dashboard.

WEBSITE FEATURES

26. Q: What is Well-Being Coaching?

A: Well-being coaching offers personalized coaching over the phone to help you achieve your health goals, whatever they may be. Get matched with a professional coach who'll provide education and training on topics such as fitness, nutrition, stress, and sleep. The program is customized to support you as an individual and help you set and reach goals at your own pace.

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

A: Once you enroll, you can use the Active&Fit Now 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.

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

A: Once you enroll, follow these steps:

- Click *Connected!* on your dashboard.
- Click *Manage Apps/Devices*.
- Review the list of approved devices and apps (hover over each image to see a full list of supported devices and apps from each manufacturer).
- Click *Connect* button for the device or app you wish to connect and follow the instructions to grant permission for data to be transferred to your Active&Fit Now 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 isn't reimbursable by the Active&Fit Now program.

¹ Plus an enrollment fee and applicable taxes for standard fitness centers. Costs for premium exercise studios exceed \$32/mo. and an enrollment fee will apply for each premium location selected, plus applicable taxes. Fees vary based on premium fitness studios selected.