

FREQUENTLY ASKED QUESTIONS (FAQs)

What is fitRewards?

As a member of our club, you have been automatically registered in a complimentary program called **fitRewards!** **fitRewards!** is a member appreciation program designed to reward you with valuable prizes in exchange for your ongoing club participation.

Now that you're a member of **fitRewards!**, whenever you complete a qualifying event you will earn points that you can accumulate and redeem for fantastic prizes such as DVDs, home appliances, electronics, club logo merchandise and more. And, guess what, you already have points!

For more information on the ways to earn additional points, visit www.fitrewards.com and click on "How Points Work" or ask a club representative.

How do I get a Free fitRewards account?

You already have one. It's easy, simply go to www.fitrewards.com and follow the instructions to activate my account. Here your information will be verified with the information on file at the club and you can create your own password. If you have challenges logging on the club may have outdated or different information on file. See a club representative at the club or contact fitRewards customer support on the online help site.

What if I forgot or don't know my password?

If you forgot or don't know your password, click on "Forgot Your Password?" option on the **fitRewards!** home page. Fill in your email address and press "Submit" and a fitRewards! support team member will email your password to you.

What if I do not have an email address?

Because **fitRewards!** is an online program, having access to the internet is essential to view your account and redeem points. We recommend getting an email address to participate in the **fitRewards!** program. Some email providers, like Hotmail or Yahoo, offer free email accounts. Not having an email address does not exclude you from earning points, we will just not be able to notify you via email that you have points!

Go to www.hotmail.com or www.yahoo.com and simply follow the instructions to set up a free account.

