



FREQUENTLY ASKED QUESTIONS (FAQs)



What is fitRewards?

As a qualified member of **Double Diamond Athletic Club**, you have been automatically registered in a complimentary program called **fitRewards** which is a member appreciation program designed to reward you with valuable prizes in exchange for your continued participation.

Now that you're a member, 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, custom logo embroidered merchandise and more. And, guess what, you already have points!

For more information on the ways to earn additional points, visit the website at **www.fitrewards.com** - log in and click on "How Points Work" or ask a representative.

If you are not a qualified member for a fitRewards account yet, upgrading your membership is easy! Just see a Membership Representative and ask about upgrading your membership. You will even receive points for upgrading!

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. Your information will be verified with the information on file and you create your own password. If you experience challenges logging on, we may have outdated or different information on file. Stop at Member Services or contact customer support directly by using the online help page or simply send an email to support@fitrewards.com.

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 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 this 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 use in the program. Some email providers like Hotmail, Google and Yahoo offer free email service. 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, mail.google.com or mail.yahoo.com and follow the instructions to set up a free account.