

# Get Active

## FAQs

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## **Q** Which health and fitness clubs can I use?

**A** When using MyWellbeingDiscounts, you can search for participating gyms and healthclubs near to your preferred postcode, town or by brand.

## **Q** I don't really use the gym. Are there any other offers available through Get Active?

**A** Yes. Once you have logged in, you can click through to MyWellbeingDiscounts to find a whole host of other discounted products and services that can help you keep healthy and get active. Offers such as outdoor pursuits, food delivery services, protein shakes or energy bars, fitness clothing and equipment, spa breaks, online fitness classes and more. MyWellbeingDiscounts also includes a Cancer Care section, providing discounts on products and services that could help with the daily adjustments a cancer diagnosis and treatment can bring.

## **Q** How much discount can I get?

**A** The discount varies across clubs and there are variable discounts for the products and services featured in MyWellbeingDiscounts. You can also benefit from regular flash sales and seasonal offers featured on the site. If you would like to remain informed of these, there is the option to sign up to an e-newsletter when you enter MyWellbeingDiscounts.

## **Q** Do I have to be an Aviva policyholder to get the discounts?

**A** Yes. You need to have an active insurance policy with Aviva that includes eligibility to access Get Active. Your policy literature will detail Get Active in the Wellbeing section if you are eligible to access the service.

Whilst Get Active is only available to eligible insurance policy members, they can access offers and discounts that can benefit all of the family, such as experience days, fitness clothing, meal delivery services and most health clubs extend discounts to partners and spouses.

## **Q** What happens if I want to cancel my gym membership?

**A** Once you sign up to a membership with a health club, gym or a provider of any of the services featured, the terms of the contract will be with that specific provider. The cancellation period will be within the terms of the contract you sign. It is important to view all terms and conditions and privacy policies of any gyms, clubs or retailers before you sign up.

## **Q** Who do I contact if I have any queries?

**A** If you have any queries about the offers and discounts, you can contact Epassi on:

 0345 300 6474

 [getactive@epassi.com](mailto:getactive@epassi.com)

## **Q** Who is Epassi?

**A** Epassi UK Limited (formerly Incorpore Limited), (3997432) is a leading fitness and wellness company who are a provider of discounted gym memberships and wellness offers. Epassi UK has been established since 2001. As an independent company, Epassi UK have negotiated a wide range of discounts with a UK wide network of health and fitness clubs, at home fitness products and services and other wellbeing products and services on Aviva's behalf.

The discounts are displayed on Epassi's MyWellbeingDiscounts site on:

 [www.MyWellbeingDiscounts.co.uk](http://www.MyWellbeingDiscounts.co.uk)

**Q How long will my gym membership or subscription discount last?**

**A** The terms and conditions of the offer on the website will inform you how long your discount will last. These details will also appear in the club membership terms and conditions and the terms and conditions of any subscriptions you sign up to with other products and services.

**Q Is my personal information safe?**

**A** We take your data security very seriously. You can find details of how Epassi collect and use personal data in the privacy policy section on the MyWellbeingDiscounts website.

**Q Can I only get these discounts online?**

**A** Yes. The discounts featured are all only accessible via the MyWellbeingDiscounts website. There may be some offers that require you to print off an e-voucher and take it into a health club or gym in order to redeem your discounted membership.

**Q If I/or my company move to another provider, do I still get the discounts?**

**A** You must be a member of an active, eligible insurance policy from Aviva to sign up for these discounts.

But your contract is between you and the relevant club, so it will be at that club's discretion as to whether you will continue to receive the discount.

**Q Who collects my membership fee?**

**A** No payment is taken by Aviva or Epassi. You will never be asked for any payment on the MyWellbeingDiscounts site. Any payment you need to make for access to a service will be direct with the provider of that service.

**Q Do the clubs offer trial periods before commit to buying?**

**A** Any trial periods would be subject to the terms of the offer, detailed on the website before you sign up.

**Q What details will I need to share to sign up to any of these offers?**

**A** You will only be asked for your email address to access MyWellbeingDiscounts and if you wish to redeem any discounts that are sent by evoucher, you will need to submit name and email. Details of Epassi's privacy policy can be found on their website.

For more information on Get Active and to view the terms and conditions, please visit

 [www.getactive.aviva.co.uk](http://www.getactive.aviva.co.uk)


You can read the **terms and conditions and the privacy policy online** before signing up.


Get Active is a non-contractual benefit Aviva can change or withdraw at any time.

## Need this in a different format?

Please get in touch if you'd prefer this FAQ document (**GR06457**) in large print, braille, or as audio.

## How to contact us

 0800 068 6800

 [contactus@aviva.com](mailto:contactus@aviva.com)

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