

Frequently Asked Questions

How do I enroll?

To get started on your corporate membership and receive your special corporate pricing, simply call your local 24 Hour Fitness club at **800.224.0240** to set up an appointment with a membership counselor to enroll, or enroll online at www.24hourfitness.com/corporate. Enter code: **103320CORP**.

What do I need to bring when I enroll at the club?

Please bring the following when you enroll:

- 1- First and last month's dues, along with voided check or credit card for electronic funds transfer
- 2- Proof of employment at **Miami-Dade County** (Photo ID Badge, Business Card or Payroll Stub dated within the past 30 days)

What is the difference between Active, Sport, Super Sport, and Ultra Sport clubs?

Each of our clubs is a predetermined "type" of location based on the amenities it offers. **Active** clubs are basic facilities that include free weights, group exercise classes, and cardio equipment. Active clubs may also include Kids Club (babysitting facilities) or a Pro-Shop. **Sport** clubs are typically 2 – 3 times the size of Active clubs and offer more free weights and cardio equipment and a greater variety of group exercise classes. Most Sport clubs also offer a pool, basketball court, steam, sauna and whirlpool, and some include a separate yoga studio or group cycling room. **Super Sport** facilities are bigger than Sport and Active clubs and in addition to the amenities listed above, may include a juice bar, rock climbing wall, racquetball courts, or executive locker rooms. **Ultra Sport** clubs are our biggest facilities and offer the amenities of our Super Sport, Sport, and Active locations, and may also include a Pilates studio, indoor running track, and volleyball. Please visit our web-site (www.24hourfitness.com) for a listing of clubs in your area.

Which locations does my membership include?

You choose your accessibility level! For most members, this decision is made based on which clubs they see themselves using. A "One Club" membership is just that, it provides access to a single facility of your choice (some exclusions may apply). The "All Club Sport" membership gives you access to all Active and Sport level clubs across the US. "All Club Super Sport" memberships include Active, Sport and Super Sport facilities.

What is the minimum time commitment?

The corporate membership available to **Miami-Dade County** employees is month-to-month. When you enroll you pay only first and last month's dues, there is no long term contract. Your monthly dues amount will be electronically withdrawn from the account of your choice on the same date of each month for as long as you choose to remain a member.

What if I'm already a member?

Because of the many membership options available at 24 Hour Fitness, these inquiries are looked at on a case by case basis. Some general guidelines are as follows:

- If you are currently on a month-to-month membership and paying a higher dues rate than offered through your corporate program, we will lower your dues to the corporate rate, please contact **Amy Lang** via email alang@24hourfit.com with your member number or 10-digit check-in code to see if the memberships offered through your corporate program provide you cost savings.
- If you are on a limited access membership (ie, one club only), you may choose to upgrade your membership to the corporate rate offered to **Miami-Dade County** employees. Please visit your local club with proof of employment, they can upgrade your membership if appropriate.

What is considered a 'family member'?

Because this is an employee benefit, there are some simple guidelines to determine who is considered 'family'. You are allowed to add one other person over the age of 18 to your membership. Any additional add-ons must be between 12-17 years old, or over 65. Everyone must live at the same address.

How do I update my billing information?

If you need to update your bank account information or change your automatic payment from your bank account, please use our online My24 tool or visit your club. You may also call 1-800-432-6348 and one of our customer service representatives will be happy to help you.