



Date: 01 January 2024

Vivafit Thirumangalam & Korattur - FitCash Program:

Frequently Asked Questions

Get Fit, Get Paid: Earn cashback for your commitment to fitness!

1. What is the FitCash program?

The FitCash program rewards your dedication to fitness with cashback. You can earn FitCash for attending the gym, and redeem it for gym membership renewals, personal training, or transformations.

2. How can I redeem FitCash?

You can redeem your FitCash within 90 days of earning it. It can be used towards Vivafit gym membership renewals, personal training sessions, or transformations.

3. How is attendance tracked?

Your attendance is tracked through three methods:

- Member App check-in: Check in through the app upon entering the gym.
- Check-out: Check out through the app upon leaving the gym.
- Workout Card Sign: Sign the workout card at the gym reception.

4. What happens in case of malpractices?

Engaging in fraudulent activities or violating gym rules will result in the immediate suspension of your cashback offer. Vivafit reserves the right to investigate and take appropriate action.



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5. Is the payment for the Get Fit, Get Paid plan refundable?

No, the payment for the Get Fit, Get Paid plan is non-refundable. Please consider your commitment carefully before enrolling.

6. How does GST apply to FitCash usage?

An 18% Goods and Services Tax (GST) applies to Fit Cash usage. You are responsible for any applicable taxes.

7. Can Loyalty Points and FitCash be combined?

No, you cannot combine Loyalty Points and FitCash for redemption. Each must be used independently.

8. How are workout days and attendance milestones calculated?

- Your workout days begin from your first day in the Get Fit, Get Paid plan.
- Attendance milestones (75/90, 150/180, 275/365 days) are calculated from your first workout.
- To mark attendance, exercise for at least 30 minutes between check-in and check-out.
- Missed check-ins or check-outs will invalidate the session.

9. Do Force Majeure Events affect the 100% cashback offer?

Yes, in the event of unforeseen and uncontrollable situations like natural disasters, Medical emergencies, Floods, wars, bandhs etc, the 100% cashback offer may not be applicable.



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10. What happens to my unused FitCash after the 90-day redemption window?

Any unused FitCash after the 90-day window will expire and be forfeited. Ensure you redeem your earned FitCash within the allotted timeframe to avoid losing out on potential benefits.

11. Where can I find the latest information on the FitCash program?

For the latest information and detailed terms and conditions of the FitCash program, please visit the Vivafit Front desk team. We'll be happy to answer any questions you may have.

Additional Information:

- The FitCash amount earned is based on a percentage of the net membership amount paid.
- For a 3-month plan, completing 75 days out of 90 earns you 50% cashback.
- For a 6-month plan, completing 150 days out of 180 earns you 75% cashback.
- For a 12-month plan, completing 275 days out of 365 earns you 100% cashback.

For More Information, please contact us at:

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Thank & Regards,

VIVAFIT® Management.