

# Membership at Cornerstone

## has it's rewards!

### What is it?

**fitRewards!** is a membership appreciation program designed to reward you with valuable prizes for your ongoing participation and hard work at leading a healthier lifestyle here at Cornerstone.

### How can I get involved?

As a member of the club, you are already registered for the program. Just be sure we have your correct email address and you will be sent an invitation link to activate your account! See the Service Desk to update your email address.

### How can I earn points?

There are so many ways to earn points! Activate your **fitRewards!** account, celebrate your birthday or club anniversary, purchase any fitness service in the club and rack up points for every day you visit us! See the GET POINTS menu at the **fitRewards!** display area or go to our website for more information.

### What can I redeem points for?

Point can be redeemed for so many in our prize folio! From Cornerstone Clubs Gift Cards—to fitness and massage packages—to IPODs and jewelry—to local restaurant gift certificates! The prize folio will be available on line as soon as you are activated! We will also be adding more prizes as they become available.

## fitRewards! FAQs

### 1. I haven't received an email invitation. What do I do?

Please see the service desk at the club to be sure that we have your correct email on file or **email us at [FitRewards@cornerstoneclubs.com](mailto:FitRewards@cornerstoneclubs.com)** with your member #, name and email address and we'll check on your activation right away! If you are a newly activated member to the club, activation e-vites may take 12-18 days to arrive.

### 2. What information do I need to sign up and activate my account?

You only need your name, email address and phone number to register your account. However, all information **MUST** match exactly as we have it here in our club files. If you email, phone number or name has changed, please update at the service desk.

### 3. I am activated, but now having trouble accessing my account.

In most cases, this is due to a forgotten password. There is a box under the log in space to click for your password to be emailed to you. If you are still having problems, you can click on "customer support" at the bottom of the page. Submit your question and either a Fit Rewards tech or a Cornerstone staff member will contact you, usually in less than 24 hours.

### 4. We have a family on our membership, how do we set up multiple members under one account?

Each person is identified separately in FitRewards based on your membership #. This is why it is important to use your whole membership number when you check in or make purchases so that points are awarded correctly. (example: Main Member 1000, 2nd member 1000B, 3rd member 1000C—this is counted in FitRewards as three individual accounts.)

### 5. How often will I see points updated on my account?

Points for attendance, activities and services will be updated on member accounts twice a month. The cut off dates are the 15th and the last day of the month. It typically takes 2-4 days for this information to be batched and sent for point upload. You will receive an email each time points are added to your account!

More FAQs below!

The **CORNERSTONE** Clubs

# FAQs Continued

## **6. Banked Points**

Currently, Cornerstone is banking points for all members. This means that ALL POINTS for all reward activities are being loaded to your account whether you are registered in Fit Rewards or not. Once you activate your account, you will see all the banked award points in your account history. Banked points will end soon—meaning that you will need to be an active registered FitRewards account holder to continue to receive points. All non-active accounts will be brought to zero.

## **7. Point Updates**

FitRewards automatically sends out a point update email every month. Most times, the email is generated before the end of the month points have been applied to your account. You may turn this function off in the “Edit My Account Information” area if you do not wish to see these emails. You will ALWAYS receive an email from Cornerstone when points are added to your account. For correct account information, it is best that you review your account history after you receive a point upload email from us.

## **8. If I go on freeze or cancel, what happens to my account?**

Any member who freezes their membership remains active and current in FitRewards. If a member cancels their account, their FitRewards status is changed to “alumni”. You do not lose your points, and you can still log in to view your information. However, no points can be added or redeemed while in the “alumni” stage. When a canceled member returns to being active in the club again, their account becomes active and all points are available for regular use!

## **9. How do I get my prize?**

All point redemptions MUST go through the fitRewards interface. You simply click on “Redeem my Points” after you have logged into your account. Select your reward, and click on the item. (you can also click on the item for more information about it if you wish). Once you have submitted your selection, we will receive your request. Items that are not club-related will be mailed to your home address on file. (you can check this under your “Account Information” to be sure that it is the correct address). Items selected that are club related, will be available for you to pick up within 2 days. You will be contacted by a Cornerstone representative to make arrangements for pick up at any of our clubs.

## **10. HELP!!**

If you have any other questions or situations not covered here on this sheet, please email [fitrewards@cornerstoneclubs.com](mailto:fitrewards@cornerstoneclubs.com). We are happy to help!!

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