

## FREQUENTLY ASKED QUESTIONS

### BEACTIVE USER:

#### 1. Who can be the User of BeActive card?

BeActive card is available for students and pupils between 16 and 26 years old.

#### 2. I am 16 years old. How can I buy the card?

Card purchase is made online. You can buy the card yourself or, if you do not have a bank account, ask your parent or legal guardian. In both cases, enter data of the User in "Buy Now" Platform. When choosing a university, select OTHER. While entering a fitness club, show your valid ID card. Withdrawals are always made by users, regardless of who made payments for the card.

#### 3. I am underage. Do I have the PZU insurance?

Yes, of course. Every User of our card has the insurance.

### BEACTIVE CARD:

#### 1) I have lost BeActive card. Can I receive a duplicate?

A duplicate can be ordered on the site after log in. It costs 20 zł. It will be delivered within 2 or 3 working days.

#### 2) I ordered BeActive card. How long will I be waiting to receive it? Where will it be delivered?

The card arrives to the club usually the day before the date of activation. The card is delivered to the place selected as SHIPMENT on the "Buy Now" Platform. There are two forms of delivery: COURIER to the direct address or PICK UP AT THE CLUB to the selected club.

#### 3) I would like to extend the validity of my card. How can I do it? Can I use the same card I have now?

Simply log in to the website and select the extension of the voucher. If you do not change the mode (OPEN to COMFORT or COMFORT to OPEN), you can use the card you already have. If you pay by through PayU, it is likely that the validity of the card will be extended the next day. In case of payment by a bank transfer or postal order, the extension will be made after the payment. This procedure may take a few days. If you order a card other than the last one, you can use the option to send a new card or extend one of the previous cards. In case of courier delivery you will pay additionally.

### RULES OF USING THE PROGRAMME AND CARD

#### 1) What is the difference between COMFORT and OPEN card?

The only difference is that a COMFORT user has to enter a fitness club before 4 p.m.

#### 2) I bought COMFORT card. Do I have to leave the club after 4 p.m.?

No, you do not have to leave the club. COMOFORT card allows you to stay in the club

as long as you wish on condition that you COME to the club BEFORE 4 p.m.

#### 3) Is there a time limit to stay in the club?

No, you can enjoy your work-out as long as you wish. You can also enter the club as many times as you want to.

- 4) Are there any services of the club which I have to pay extra for?  
According to the regulations, the user of BeActive card may use the gym and fitness activities including Zumba or dance classes. BeActive User has the same rights as any other user of the club. COMFORT card holders must remember to enter the club before 4 p. m. If the service is included in the price of a carnet holder, BeActive user has not have to pay for it either.

#### **PAYMENT:**

- 1) I cannot pay through the Internet or I do not have an account in Polish bank.  
What should I do now?

Choose option "BANK TRANSFER – DIFFERENT BANK OR POST TRANSFER" and you should transfer data for the payment at post office or on the website of your bank.

- 2) How long does the online transfer take?

Usually just a few minutes. We will send the card the next working day after the payment.

- 3) I do not have account in Polish bank. How can I pay for the card?

Select "BANK TRANSFER – DIFFERENT BANK OR POST TRANSFER" option and receive transfer data so that you can pay at the post office.

- 4) On which account should I transfer the payment?

An individual account number is generated each time you buy or extend the validity of the card.

#### **PERIOD OF SUBSCRIPTION:**

- 1) Is the card is valid from the first day of the month?

No, you decide when you want to activate the card. Simply select the appropriate date when filling out the purchase form. Remember, the card is valid 30 days or 90 days depending on the card period you chose.

- 2) Do I have to extend the validation of the card?

No, you can take a break and come back to BeActive programme after some time.

- 3) Can I change my activation time?

Yes, on condition that the carnet has not yet been activated. The activation date can be postponed up to 30 days.

- 4) Can I "freeze/block" my membership?

No, you can't freeze/block your membership.

#### **„BUY NOW" FORM:**

- 1) How can I register?

The account is automatically created during the first purchase of the card. It is enough to write your e-mail and password while filling the "Buy Now" form.

- 2) My college is not listed. What should I do?

Select OTHERS.

- 3) The system does not accept the date of birth (wrong format). What should I do?

Try to use another browser or another computer. You can also update your browser version. If that fails, contact our helpline.

Helpline: Monday - Friday 9:00 - 19:00, Saturday-Sunday 9:00 - 17:00  
Phone: +48 22 629 27 58

#### AVAILABLE FITNESS CLUBS AND THE RULES OF USAGE:

- 1) Can I enter all the facilities from the list or am I obligated to choose only one fitness club?

BeActive card gives you access to ALL the clubs that joined our programme

- 2) Do I have to pay any extra payments in the club such as entry fee?

No, there are no additional fees.

- 3) Do I need to sign up for classes at the club?

You have the same rights as any user of the club. If your club requires signing up for classes, you must subject to the regulations.

- 4) In which clubs can I find swimming pools?

Swimming pools are available in Warsaw, Cracow, Opole.

They are no additional fees. In CALYPSO ADGAR PLAZA AND ENERGY PALACE MOKOTÓW clubs BeActive holder can enter till 4 p. m. during working days.

- 5) How can I enter the club?

Show your card at the reception. An employee scans it. Then, show your student card from your college to verify your student status. Then, give a signature on the list to confirm the visit.

#### CLASSES ATTENDANCE CERTIFICATE:

- 1) Can I receive a classes attendance certificate?

Yes, we can give you a certificate with the lists of visits (date, hours, fitness club, card number). If you would like to receive this certificate, contact us via e-mail: [info@ebeactive.pl](mailto:info@ebeactive.pl)

- 2) Is this certificate accepted by college?

It is usually accepted by the college authorities but we suggest a prior contact with your teacher to confirm that.

#### PZU INSURANCE:

- 1) What should I do if I had an accident?

The accident should be reported to the PZU hotline. Say your name and policy number which is available in REGULATIONS section.

Please, contact PZU helpline: 801 102 102.

- 2) What kind of insurance it is?

This is an accident insurance.

- 3) Does the insurance applies only to accidents that occurred at the gym?

No, the insurance covers all accidents that occurred during the period of the carnet.

- 4) How long is the insurance valid?

Insurance covers the period of the carnet - that means 30 or 90 days.