

# Ways to Wellness Virtual Membership

## Frequently Asked Questions

### How do I sign up for the virtual membership?

o Visit [Fairview.org/wellness](https://Fairview.org/wellness) rsvp and click on the green scrolling banner that says "Sign up for Virtual Membership now" OR click on "Shop Products" then "Contracts/Packages" and select Virtual Membership from the drop down menu.

### Is there a free trial period?

o We have a two week free trail - enjoy two weeks of our Virtual Membership at no cost. Follow instructions above and select Free Two Week Virtual Membership Trial. You will receive a Welcome Email within 24 hours.

### Is there a minimum commitment for the membership?

o There is no minimum commitment.

### How do I cancel my membership?

o Log in to your Ways to Wellness account – [Fairview.org/wellnessrsvp](https://Fairview.org/wellnessrsvp) and cancel your membership. Membership will be terminated immediately after cancelling. You can also call us if you need assistance in cancelling your membership.

### What is included in the membership?

10 LIVE fitness classes per week (\$150 value)

1-2 cooking classes per week (value \$138)

3 mind body classes per week (\$75 value)

Pop-up nutrition, wellbeing and fitness classes

(All classes under the "Virtual Tab" are available for sign up with your membership. Other Virtual Classes and Programs that are not listed under the "Virtual Tab" are not included as part of your membership and can be purchased at an additional fee)

### What if I miss a live class that I signed up for?

o You will receive a link weekly to access our Virtual Class Library. Classes will be uploaded within 1 business day of occurring.

**How far in advanced are classes scheduled?**

o Classes will be scheduled one month at a time and typically updated for the following month on the 20th of each month.

**Can I share class links with others?**

o The class links are unique to each user – you cannot share these links. However we do encourage you to view these classes with those in your household

**Can I gift a membership?**

o Yes! Call Ways to Wellness for more details.

**I am an employee of M Health/Fairview – how do I sign up using my benefits?**

o Log into your account on Thrive Pass and choose Virtual Membership. You can purchase up to 6 months of the Virtual Membership using your Wellbeing Dollar Allowance.

**Where do I find my link to view my live class?**

o Your link to view class is in your confirmation email – sent automatically at your time of booking. It will also be listed in your reminder email.

**Will people be able to see and hear me during class?**

o No – your audio and video are automatically muted.

**I signed up for a virtual cooking class – where is my Grocery List and Recipe?**

o Your Grocery List and Recipe will be included in your confirmation email upon booking, and in your reminder email as well.

**I have a Ways to Wellness Gym Membership, do I have access to the Virtual Membership?**

o The Virtual Membership is it's own product and is not included in your Ways to Wellness Gym Membership. However, as a Gym Member you can purchase the Virtual Membership at \$25.