



Get Active

FAQs

Q Which health and fitness clubs can I use?

A We have teamed up with Incorpore Limited who provide access to discounts and offers at a network of gyms and health clubs across the UK and Ireland, including the Channel Islands and the Isle of Man. With over 3,000 gyms in the network, there are many different brands, including health clubs you may already have heard of such as, David Lloyd, Nuffield, Places for Leisure, Curves and VirginActive. You will also have access to a number of independent centres too.

Q I don't really use the gym. Are there any other offers available through Get Active?

A Yes. Once you have logged into MyGymDiscounts, you can click through to MyActiveDiscounts to find a whole host of other discounted products and services that can help you keep healthy and get active. Offers such as outdoor pursuits, food delivery services, protein shakes or energy bars, fitness clothing and equipment, spa breaks, online fitness classes and more.

Q How much discount can I get?

A The discount varies across clubs in MyGymDiscounts and there are variable discounts for the products and services featured in MyActiveDiscounts.

You can also benefit from regular flash sales and seasonal offers featured on the site. If you would like to remain informed of these, there is the option to sign up to an newsletter when you enter MyActiveDiscounts.

Q Do I have to be an Aviva policyholder to get the discounts?

A Yes. You need to have an active insurance policy with Aviva that includes eligibility to access Get Active. Your policy literature will detail Get Active in the Wellbeing section if you are eligible to access the service.

There are a number of offers that the whole family can benefit from though.

Q What happens if I want to cancel my gym membership?

A Once you sign up to a membership with a health club, gym or a provider of any of the services featured, the terms of the contract will be with that specific provider. The cancellation period will be within the terms of the contract you sign. It is important to view all terms and conditions and privacy policies of any gyms, clubs or retailers before you sign up.

Q Who do I contact if I have any queries?

A If you have any queries about the offers and discounts, you can contact Incorpore on:

 0800 018 7147

 getactive@incorpore.co.uk

Q Who is Incorpore?

A Incorpore Limited (3997432) is a leading fitness and wellness company who are provider of discounted gym memberships and wellness offers. Incorpore has been established since 2001.

As an independent company, Incorpore have negotiated a wide range of discounts with a UK wide network of health and fitness clubs, at home fitness products and services and other wellbeing products and services on Aviva's behalf.

The discounts are displayed on Incorpore's MyGymDiscounts and MyActiveDiscounts sites.

Q How long will my gym membership or subscription discount last?

A The terms and conditions of the offer on the website will inform you how long your discount will last. These details will also appear in the club membership terms and conditions and the terms and conditions of any subscriptions you sign up to with other products and services.

Q Is my personal information safe?

A We take your data security very seriously. You can find details of how Incorpore collect and use personal data in the privacy policy section on the MyGymDiscounts and MyActiveDiscounts websites.

Q Can I only get these discounts online?

A Yes. The discounts featured are all only accessible via the MyGymDiscounts and MyActiveDiscounts websites. There may be some offers that require you to print off an e-voucher and take it into a health club or gym in order to redeem your discounted membership.

Q If I/or my company move to another provider, do I still get the discounts?

A You must be a member of an active, eligible insurance policy from Aviva to sign up for these discounts. But your contract is between you and the relevant club, so it will be at that club's discretion as to whether you will continue to receive the discount.

Q Who collects my membership fee?

A No payment is taken by Aviva or Incorpore. You will never be asked for any payment on the MyActiveDiscounts or MyGymDiscounts sites. Any payment you need to make for access to a service will be direct with the provider of that service.

Q Do the clubs offer trial periods before commit to buying?

A Any trial periods would be subject to the terms of the offer, detailed on the website before you sign up.

Q What details will I need to share to sign up to any of these offers?

A You will only be asked for your email address to access MyActiveDiscounts and if you wish to redeem any discounts that are sent by evoucher, you will need to submit name and email. Details of Incorpore's privacy policy can be found on their website.