

## **FAQs**

### **GEMS Family Steps Challenge**

#### **1. What is the GEMS Family Steps Challenge?**

The GEMS Family Steps Challenge is a purposeful fitness initiative tailored exclusively for the GEMS Education community, including students, parents, siblings, grandparents, and school staff. It is designed to promote a healthy and sustainable lifestyle while offering participants the exciting opportunity to win valuable rewards, including AED 20,000 worth of GEMS Points and AED 100 vouchers for prominent UAE brands.

#### **2. How do I participate in the challenge?**

To engage in this endeavor, please follow these steps:

- a. Download the Fitze app from the Apple AppStore, Google PlayStore, or HUAWEI AppGallery.
- b. Register on the app.
- c. Upgrade to Fitze PRO, subscription priced at just AED 149.
- d. Join the GEMS Family Steps Challenge within the app, where you can select your school from the teams dropdown.
- e. Begin your journey towards a healthier lifestyle and stand a chance to claim substantial rewards!

#### **3. Can I register multiple family members with one email ID?**

Each participant must register using a unique email ID. If multiple family members wish to participate, they should each use their individual email addresses. More legs mean more tickets, invite your family members to join and enjoy a greater chance at winning!

#### **4. Can individuals not affiliated with GEMS Education participate in the challenge?**

No, the challenge is exclusively designed for GEMS students, parents, and school staff.

#### **5. What is the duration of the challenge?**

The GEMS Family Steps Challenge commences on October 15, 2023, and concludes on November 29, 2023.

#### **6. What is the objective of the challenge?**

This challenge aims to incentivize fitness in GEMS students, their families as well as GEMS Education staff. Participants are encouraged to achieve a milestone of 315,000 steps during the challenge period.

## **7. What can participants win?**

Participation offers the prospect of securing diverse rewards:

- a. Ten fortunate participants will have the privilege of winning AED 20,000 worth of GEMS Points.
- b. Daily raffle draws will grant 900 lucky participants AED 100 vouchers, redeemable at esteemed brands such as CAFU, Aster, Sun & Sand Sports, Super Care Pharmacy, Careem, Hala, Talabat, NRTC, and others.

## **8. How are the winners selected?**

The process for determining the recipients of the rewards is as follows:

- a. Ten lucky participants will each secure AED 20,000 in GEMS points.
- b. The announcement of these winners will be made on December 5, 2023, following a draw conducted by the Dubai Economy and Tourism Department.
- c. For daily draws, 20 participants will be randomly selected each day to receive AED 100 vouchers for renowned UAE brands such as CAFU, Aster, Sun & Sand Sports, Super Care Pharmacy, Careem, Hala, Talabat, NRTC, and more.
- d. The announcement of daily draw winners will be published on Fitze's official social media platforms: Instagram [@fitzeuae](#) and Facebook - Fitze UAE [here](#).
- e. Winners will be selected via a digital draw, ensuring fairness with no human intervention.
- f. Fitze reserves disqualification rights for misconduct. Fitze and GEMS Education retain the authority to validate the winners' affiliation with GEMS through identity checks.

## **9. How can I stay updated on the challenge and its progress?**

To remain informed about the GEMS Family Steps Challenge:

- a. Keep a close eye on the Fitze App.
- b. Follow Fitze's official social media channels.
- c. Stay connected with your respective GEMS school channels for the latest updates and ongoing communications.
- d. Ensure that your Fitze push notifications are enabled to receive timely updates and announcements.

## **10. How do I track my daily steps for the challenge?**

You can effortlessly monitor your daily steps and progress within the Fitze app. It is essential to ensure that the app is synchronized with the step source on the phone daily for accurate step tracking.

**11. Do I have to use a fitness tracking device or smartphone?**

While a fitness tracking device is advisable for optimal tracking precision, but it is not mandatory. You can also sync Fitze with your smartphone's health app to monitor your steps.

**12. Are there any hidden fees or additional costs to participate?**

No, there are no hidden fees or additional costs. Your AED 149 Fitze PRO subscription fee is the sole payment required to join the challenge.

**13. What happens if I miss the challenge start date?**

If you miss the initial start date, you can still join the challenge at a later time as the last date to join the challenge is 26 October 2023. However, to maximize your chances of winning, it is advisable to begin as soon as the challenge becomes available.

**14. Can I transfer my reward to someone else?**

The rewards are non-transferable and are intended solely for the benefit of the winning participant. The rewards cannot be exchanged for cash or exchanged for other available rewards.

**15. How will I be notified if I win a prize in the daily lucky draws?**

Winners will receive an email from Fitze.

**16. What should I do if I require technical assistance during the challenge?**

If you encounter technical issues or require assistance, please do not hesitate to contact the Fitze support team via email at [support@fitze.ae](mailto:support@fitze.ae) or through the live chat option available within the Fitze app!