



1. What can I expect for the 7x7 Virtual Workouts Rewards?

You stand a chance to receive a S\$5 Subway Voucher when you complete any three (3) of our 7x7 virtual workouts! Be the first 500 participants to send us the screenshot of your three (3) 15 minutes sessions with a Fitness app tracker and get rewarded for your hard work!

2. When will the 7x7 Virtual Workouts Rewards be held?

The 7x7 Virtual Workouts Rewards will be held from 9 July 2021 to 9 August 2021.

3. Where can I find more information on the 7x7 Virtual Workouts Rewards?

Details of the promotion, including the step-by-step submissions and redemption information, can be found [here](#).

4. Do I need to register for the 7x7 Virtual Workouts Rewards?

No; however, you are required to have a valid ELXR® App account as the Reward Voucher would be credited to the App's e-wallet.

You may download the ELXR® App from Google Play Store or Apple store and proceed to register for an account. The ELXR® App user manual is also available [here](#) should you require the step-by-step instructions.

5. When will I be notified if I have won the Reward Voucher?

You will receive an email notification by 30 August 2021 to inform you of the Reward Voucher being credited into the e-wallet of your ELXR® App.

6. What should I do if I do not receive the email?

- a) Your submission might not have been the first 500 we have received; or
- b) The email might have been blocked by your email server and/or is treated as a spam email.

If you are unable to locate the email in your Inbox or 'Spam' folder, please drop us an email at experiencesports@sportshub.com.sg with the title "7x7 Virtual Workouts Rewards" along with your Name and ELXR® App registered email address.

7. How do I redeem my Reward Voucher?

The Reward Voucher will be credited in your ELXR® App by 30 August 2021 and is only redeemable at the Subway Restaurant located at Kallang Wave Mall through the ELXR® App. There will be no physical redemption of the voucher.

8. Am I able to appoint someone else to redeem my Reward Voucher?

No, the Reward Voucher is non-transferrable and must be redeemed through your individual account in the ELXR® App.

9. When can I redeem and use my Reward Voucher?

Once the Reward Voucher is credited to your ELXR® e-wallet, you may redeem it at the Subway Restaurant at Kallang Wave Mall. Please note that all Reward Vouchers must be redeemed by 31 December 2021. Any unredeemed Reward Vouchers will be automatically forfeited and shall become null and void. The participant shall not be entitled to any compensation or whatsoever.

10. Can I request for a refund or exchange of the Reward Voucher?

The Reward Voucher is non-exchangeable and non-refundable.

11. Can I submit more than one submission?

No, there is a limit of one (1) entry per ELXR® account. Any duplicated submissions shall be voided.

12. Can I do a submission on behalf of my family and/or friends?

No, all submissions must be done individually through their ELXR® accounts.



13. Are there any age restrictions to participate in the 7x7 Virtual Workouts Rewards?

Yes, you must be 7 years old and above (as of 31 December 2021) to participate in the 7x7 Virtual Workouts Rewards. You will need to have an existing ELXR® account and ensure that your submission fulfills the submission criteria.

14. Who can I contact for more information?

You may contact our Customer Care Team at +65 6653 8900 (Monday – Sunday, 7am to 10pm). Alternatively, you may drop us an email at experiencesports@sportshub.com.sg.