



1. How can I earn the points for this programme?

You will need to register for the sessions via ELXR® App prior to the commencement of the Fit-Sessions and attend the session to earn 25 points per session. Please ensure that you present your unique QR code to our team when you register at the registration booth and stand a chance to redeem a reward, while stocks last, for every tier you have achieved.

2. Will I be able to earn the points if I do walk-in registrations for the Fit-Sessions?

No, you will not be able to earn the points if you do not register for the sessions via ELXR® App and attend the sessions.

3. How do I register for the FIT-Sessions?

You may log in to the ELXR® App and reserve your slot by clicking “Going” on your desired FIT-Sessions.

4. How do I register for an account on the ELXR® App?

You can simply download the ELXR® App in your mobile device and register for an account by clicking “Register” at the login page.

5. Can I have more than one account on the ELXR® App?

Yes, you may register for more than 1 account; however, please note that you will not be able to combine or transfer the points among the accounts.

6. Can I earn points if I register for the FIT-Session and did not attend the FIT-Session?

No, only participants who have registered for the programmes via ELXR® App and attended the sessions will be able to earn the points.

7. Is there an expiry date for my FIT-Sessions Rewards points?

There is no expiry date for your FIT-Sessions Rewards points.

8. What are the rewards I can redeem using my FIT-Sessions Rewards points?

You may redeem your FIT-Sessions points for the following rewards* in the respective tiers:

- Tier 1 (500 points) : Fruit infusion water bottle **OR** \$5 Kallang Wave mall voucher
- Tier 2 (1,000 points): Exclusive Experience Sports cap
- Tier 3 (1,500 points): 5L waterproof dry bag

**Please note that the rewards are subject to changes without prior notice and you may refer to the [website](#) for the latest updates.*

9. How do I redeem the rewards?

Once you have achieved the minimum points required for the tiers, you may approach our team at the Fit-Sessions registration booth to redeem your rewards.

10. Why am I prompted to key in a 4-digit code when I attempt to redeem my rewards in the ELXR® App?

You will need to redeem the rewards at the registration booth and the 4-digit code will be keyed in by our team during the redemption.



11. Can I redeem for more than one reward?

Yes, there will be no restrictions on the number of rewards you can redeem for each tier.

12. Is there a deadline for the redemptions of the rewards?

All rewards must be redeemed by 31 December 2019 and the redemptions will be on a first come, first served basis (while stocks last).

13. Can I request for a refund or exchange of the rewards after the redemption?

You will not be able to request for a refund or exchange of the rewards after redemption and there will be no replacement for any lost, damaged or stolen vouchers.

14. How do I check my available points for redemptions?

You may access your account by logging into the ELXR® App and select “My Rewards” to view your points balance.

15. Will I be able to retrieve the history of my points transactions?

You will be able to view the current and past transactions under “Points Balance” when you log in to the ELXR® App.

16. Can I retrieve my points balance if I lost my account?

Points in lost accounts will not be retrievable. Please click on “Forgot Password” to reset your password or contact info@the-elxr.com if you have problem accessing your account.

17. What should I do if I am unable to register for the FIT-Session on the ELXR® App?

You may approach our team at the registration booth for assistance.

18. How do I get more information regarding this programme?

Please visit our [website](#) or check out our [FaceBook page](#) for the latest updates.

19. Who can I contact for more information?

You may contact our Customer Care Team at +65 6653 8900. Alternatively, please drop us an email at experience.sports@sportshub.com.sg.