

AW FAQ's

FAQs	
1. Is there a minimum amount I need to weigh in order to become a Member?	In order to join any WW Meeting, you must weigh at least 5 pounds more than the minimum healthy weight range for your height.
2. What forms of payment do you accept?	Credit card, debit cards, cash, check, credit slip, or Local Meeting Voucher. Some companies offer payroll deductions. FSA/HSA Debit cards are not an acceptable form of payment.
3. What if I can't attend one of the AW Meetings?	Once you're an AW Member, you can attend meetings in your community at no additional charge. Simply bring your My Success Story with you when you weigh in.
4. What if my AW Meeting closes and I still want to attend Meetings?	We hope the meeting at your company will continue indefinitely. However, if it needs to be closed, you will have four weeks in which to join another WW meeting in order to remain a current member (applies to series Meetings). You will not be charged a registration fee if you join another meeting within that 4-week timeframe. Bring your My Success Story booklet as proof of AW Membership. For Monthly Pass meetings, simply take your Monthly Pass to any other WW location.
5. I have a Monthly Pass. Can I use this at my AW Meeting?	If your AW Meeting is a Monthly Pass Meeting, you may transfer your pass. If not, you will need to cancel your Monthly Pass by calling 866-204-2885, and pay the AW series fee.
6. I am a Lifetime Member. May I come to an AW Meeting?	Absolutely! If you are within 2 pounds of your weight goal, you can attend for free. If you are more than 2 pounds above your goal, you may either pay weekly until you are back within 2 pounds of goal or choose to pay the entire series fee when you join. If you are more than 7 pounds above your goal weight you will need to join the series. If there are weeks remaining in the series when you return to free status, you would be eligible to get those remaining weeks refunded.
7. What is the refund policy?	AW Meetings are a prepaid, nonrefundable offering except where prohibited by law. Refunds are given only for medical reasons (with doctor's note), if you reach Lifetime Membership, become pregnant, or if you leave the company.
8. I am currently an online Member. Can I join the AW group?	Yes! Simply cancel your online membership by calling 866-204-2885 and register and pay for your AW Meeting. Since you'll receive access to our Digital Tools with your AW Membership, you can keep your online history.
9. Where can I purchase WW products?	You may purchase products online or at any Weight Watchers store location.