

## **FAQs**

### **GEMS Families Steps Challenge**

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

It's an exclusive, family-friendly fitness initiative hosted on the Fitze app for the GEMS Education community, powered by Athlete's Co. It encourages parents and staff to walk more, bond with family, and win AED 250 in GEMS Points every week.

#### **2. Who can participate?**

This challenge is open to GEMS parents, staff, and their immediate family members (siblings, grandparents).

#### **3. How long does the challenge run?**

- **Enrollment Window:** 21 July – 5 September 2025
- **Challenge Duration:** 20 days (you pick your start date within the window)

#### **4. What's the goal of the challenge?**

Aim to complete a total of **140,000 steps in 20 days** from the day of joining the challenge.

#### **5. Is there a fee to join?**

No! The GEMS Families Challenge is **completely free** for GEMS parents and staff.

#### **6. How do I join?**

- Download the **Fitze app** from your app store. [Click here to Download](#)
- Head to the challenges tab and join the GEMS Families Steps Challenge, powered by Athlete's Co. Use **challenge joining PIN: 2107**
- Start walking, complete the challenge to enter the draw and win.

### 7. Can my family join too?

Yes! More family members mean more entries and more chances to win. Each participant must have their own Fitze account and use their own email ID.

### 8. What rewards can I win?

- **AED 10,000 in GEMS Points:** 40 lucky winners (AED 250 each)

### 9. How are winners selected?

- **Lucky Draws:** All active participants are entered into weekly draws.
- **Active Participants:** Must complete an average of 7000 steps per day to qualify.
- Winners will be announced on **@fitzeuae social media** channels weekly.

### 10. When will winners be announced?

- Winners are announced **weekly** during the challenge period from Aug 6 to Sep 30 2025.

### 11. How do I track my steps?

Sync your daily steps on the Fitze app by connecting your phone's health app, fitness tracker or connect with Fitze's in-built pedometer. Don't forget to sync every 24 hours!

### 12. What happens if I don't reach the step target?

Participants must average at least 7000 steps each day for 20 days to be eligible for the draws.

### 13. How will I know if I win?

Winners will be announced on **Fitze's Instagram (@fitzeuae)** and notified by email.

### Need help?

Reach out to the Fitze support team via live chat on the app or email **team@fitze.ae**.