

# **30-Day Weight Loss Challenge Community FAQ**

## **1. General Program Questions**

### **Q: What is the 30 - Day Weight Loss Challenge?**

A: Our 30 - Day Weight Loss Challenge is a structured program designed to help you achieve your weight loss goals within 30 days. Join our Discord community, follow the challenge guidelines, track your weight loss progress, and earn rewards based on the percentage of weight you lose.

### **Q: How much does it cost to join?**

A: The enrollment fee is \$49 per 30 - day challenge cycle. This fee covers administrative costs, access to exclusive program resources, and participation in our reward program.

### **Q: Is the enrollment fee refundable?**

A: The enrollment fee is non - refundable. However, you have the opportunity to earn partial or full refunds based on your weight loss achievements. Lose 3% of your initial body weight to get 10 back, 5% for 25, and 7.2% or more for a full \$49 refund, plus a chance to win additional prizes.

### **Q: How many times can I participate?**

A: You can participate in multiple challenge cycles. Simply re - enroll and pay the \$49 fee for each new 30 - day period.

## **2. Reward - Related Questions**

### **Q: How are weight loss percentages calculated?**

A: Weight loss percentage is calculated based on the difference between your initial weight (recorded within 24 hours of enrollment) and your current weight at the end of the 30 - day period. The formula is:  $((\text{Initial Weight} - \text{Current Weight}) / \text{Initial Weight}) * 100$ .

### **Q: When will I receive my rewards?**

A: Rewards will be processed and issued within 7 business days after the end of the challenge period and successful verification of your weight loss progress. For example, if you meet the 3% weight loss milestone, you can expect your \$10 refund within 7 business days of the challenge's conclusion.

### **Q: What kind of prizes can I win?**

A: Members who achieve a 7.2% or more weight loss are entered into a prize draw. Three lucky winners will receive wellness - related prizes valued at approximately \$100 each, such as fitness equipment, premium activewear, or nutrition product packages.

**Q: Can I transfer my rewards to someone else?**

A: Rewards are non - transferable and are only available to the participating member who achieved the weight loss milestone.

### **3. Data and Privacy Questions**

**Q: What personal information do you collect?**

A: We collect personal information such as your name, email address, and payment details (processed via Stripe) during registration. We also collect health - related data, including your initial and weekly weight data (through approved health apps like Fitbit, Apple Health, or MyFitnessPal), and information about your participation activities within the Discord community.

**Q: How do you protect my personal data?**

A: We implement reasonable technical and organizational measures to safeguard your data, including using secure servers, encryption technologies, and access controls. However, no data transmission over the internet is 100% secure, and you acknowledge the associated risks.

**Q: Will you share my information with third parties?**

A: We may share your information with third - party service providers like Stripe (for payment processing) and Discord (for hosting the community) who are contractually obligated to protect your data. We may also share aggregated, anonymized data for research or marketing purposes, but this data will not identify you individually. Additionally, we may disclose your information if required by law.

**Q: Can I request to delete my personal data?**

A: Yes, you can request the deletion of your account and associated data by contacting us in writing. Note that we may retain certain information for legal, administrative, or security reasons even after deletion.

### **4. Participation and Conduct Questions**

**Q: What if I miss a weekly weigh - in?**

A: Missing a weekly weigh - in may result in the delay or forfeiture of rewards, at our sole discretion. We highly recommend submitting your weight data on time every Sunday at 11:59 PM EST to ensure accurate tracking of your progress.

**Q: What happens if I violate the community rules?**

A: Violation of the community code of conduct may lead to a warning, temporary suspension, or permanent removal from the community. In case of removal, you will forfeit any outstanding rewards, and the enrollment fee will not be refunded.

**Q: Can I join if I have a pre - existing medical condition?**

A: While our program is designed to be accessible, it is your responsibility to consult with a qualified healthcare professional before starting the program, especially if you have any pre - existing medical conditions, allergies, or are taking medications that may affect your ability to safely participate in weight loss activities.

**Q: How can I contact customer support?**

A: If you have any questions, concerns, or need support, please contact us at [Your Email Address]. We aim to respond to your inquiries within 4 hours during US business hours.

## **5. Technical and Platform Questions**

**Q: What health apps are approved for weight tracking?**

A: Approved health apps include Fitbit, Apple Health, and MyFitnessPal. These apps are recognized for their accuracy and security in tracking health data and are compatible with our verification system.

**Q: How do I access the Discord community?**

A: After enrolling and paying the fee, you will receive an invitation link to join our Discord server. Click the link, create a Discord account if you don't have one already, and start participating in the community.

**Q: What if I have technical issues with the Discord server or data submission?**

A: If you encounter technical problems, first check the #q&a channel on the Discord server for solutions. If your issue persists, contact us at [lisiru0216@outlook] with a detailed description of the problem, and we'll assist you as soon as possible.