

# NIKE+ CHICAGO FAQ

## NIKE AT YOUR SERVICE

### **Q: WHAT DOES IT MEAN TO JOIN NIKE+?**

**A:** Extraordinary access to a world of products, experts and services, all dedicated to helping you get better: that's Nike+. Learn more at [Nike.com/NikePlus](http://Nike.com/NikePlus).

### **ULTIMATE GEAR**

We'll help you find the latest, greatest and best gear for you. Even customized to you.

### **HELP FINDING THE PERFECT GEAR**

Our product experts work with you to determine and deliver head-to-toe solutions for whatever you want to do. And if you try out a product and find it's not perfect, simply return it within 30 days—dirt and all, no questions asked. Ask An Expert:  
[http://www.nike.com/us/en\\_us/c/nikeplus/experts](http://www.nike.com/us/en_us/c/nikeplus/experts)

### **FREE SHIPPING**

You'll enjoy free shipping and returns on every order you make from us.

### **GET THE HOTTEST KICKS**

Your ultimate sneaker destination, the SNKRS app gives you the inside track to the most coveted sneakers on the planet. Download the SNKRS app: [Nike.com/SNKRS](http://Nike.com/SNKRS)

### **CUSTOMIZE YOUR OWN**

NIKEiD lets you draw from an even wider range of colors and materials, to personalize your shoes on a whole new level. Customize and buy: [Nike.com/NIKEiD](http://Nike.com/NIKEiD)

### **EXPERT GUIDANCE**

Whatever your goals, our experts will help you put a plan together to make sure you reach them.

### **ASK AN EXPERT**

Get your questions answered by calling or chatting with a Nike+ Expert. Ask An Expert:  
[http://www.nike.com/us/en\\_us/c/nikeplus/experts](http://www.nike.com/us/en_us/c/nikeplus/experts)

### **YOUR COACH AND RUNNING PARTNER**

The Nike+ Running app gives you training programs specifically designed by world-class coaches, then tracks your progress to get you to your goals in no time. Download the Nike+ Running App in the App Store or here:  
[http://www.nike.com/us/en\\_us/c/running/nikeplus/gps-app](http://www.nike.com/us/en_us/c/running/nikeplus/gps-app)

### **YOUR PERSONAL TRAINER**

The Nike+ Training Club app gives you workouts and programs designed by Nike Master Trainers, to help you reach your fitness goals. Download the Nike+ Training Club (NTC) App in the App Store or here: [http://www.nike.com/us/en\\_us/c/womens-training/apps/nike-training-club](http://www.nike.com/us/en_us/c/womens-training/apps/nike-training-club)

### **INCREDIBLE EXPERIENCES**

Nike+ is your ticket to exclusive running and training sessions, and inspiring one-of-a-kind events.

### **RUN BETTER TOGETHER**

From first-time runs with the club to some of the biggest, most beloved races on the planet, Nike+ Run Club events have the power to take you farther. Run with Nike+ Run Club (NRC) Chicago. Sign up on Sundays at 2:00PM CST at [Nike.com/Chicago](http://Nike.com/Chicago).

### **TRAIN BETTER TOGETHER**

From fun, friendly sessions with your local club to exhilarating workouts with Nike Master Trainers, Nike+ Training Club events are just the push you need. Train with Nike+ Training Club (NTC) Chicago. Sign up on Sundays at 2:00PM CST at [Nike.com/Chicago](http://Nike.com/Chicago).

### **TAKE PART IN THE INCREDIBLE**

Special events and sessions that go above and beyond. Whatever it is, you are now on the guest list.

### **ENDLESS MOTIVATION**

Join the global Nike+ community to access the fun and support you'll need to keep going.

### **FIND YOUR BEAT**

With custom playlists from athletes and DJs to blast while you're working out, Nike+ is likely the only boost you need.

### **SHARE WITH THE WORLD**

Sometimes you need a cheer. Other times, a challenge. With millions of people running and training with Nike +, you'll always have both.

**Q: HOW DO I GET STARTED?**

A:

**APPS**

Put the world of Nike+ in your pocket with our collection of apps: Nike+ Running, Nike+ Training Club, SNKRS, Nike SB and Nike Soccer. Find them in the App Store.

**ONLINE**

Getting started at Nike.com is quick and easy, and the benefits are immediate.

**IN-STORE**

Visit your local Nike store and we'll set you up in person.

**Q: WHERE CAN I GO TO LEARN MORE ABOUT NIKE+?**

A: To learn more about Nike+, you can go to [Nike.com/Chicago](http://Nike.com/Chicago) or [Nike.com/NikePlus](http://Nike.com/NikePlus).

**Q: WHAT IS NIKE+ CHICAGO?**

A: Nike+ Chicago is a program within the global Nike+ community that offers citywide services and events for all athletes\*. Leveraging the entire city as our playground, we offer Nike+ sessions and events at no cost each week.

You can sign up to join the Nike+ community at [www.Nike.com/Chicago](http://www.Nike.com/Chicago), the first step towards getting moving with Nike+ Chicago.

**Q: WHO IS NIKE+ CHICAGO FOR?**

A: Nike+ Chicago is for all athletes\* in Chicago, regardless of ability level. The goal of Nike+ Chicago is to help every athlete reach individual goals & experience the city in a new and interesting way. While the content of each session and event is unique, our team of coaches, trainers, and partners will help guide your experiences based on your individual needs and interests.

*\*Nike believes if you have a body, you are an athlete.*

**Q: WHO ARE THE NIKE+ CHICAGO EXPERTS?**

A: All athletes need guidance no matter what level. All sessions offer top-tier expertise from Nike Coaches, Trainers, and Pacers. These experts are a wealth of knowledge so you can get all of your individual questions answered.

**Q: HOW DO I GET STARTED WITH NIKE+ CHICAGO?**

A: You're ready to get started, but where to begin? It's a simple process and will feel like clockwork after you do it once.

**Pre-Session:**

**Become a Member.** Sign up and become a member of the global Nike+ community. You will need to be a member to reserve a spot for any of the Nike+ sessions. To do so, visit [www.Nike.com/Chicago](http://www.Nike.com/Chicago) and become a member when you register for your first Nike+ session or event, or visit Nike.com/NikePlus.

**Explore & Learn.** Check our [www.Nike.com/Chicago](http://www.Nike.com/Chicago) to find a list of upcoming Nike+ sessions and events.

**Book A Spot.** Follow the buttons on the home screen to book a spot for a Nike+ session or Nike+ event. You will be re-directed to a page with all of the upcoming sessions and events. This page goes live on Sunday at 2pm (Central Standard Time) at Nike.com/Chicago but spots are also opened daily so make sure to check back. Click 'Learn More' for any of the sessions to get more information about the session and "Book A Spot" if you would like to attend.

**Confirm.** You will receive an automated email that confirms your spot in the chosen session. You will receive another reminder email the day before your upcoming session with additional details and reminders. It's our goal to provide a premium Nike+ Chicago experience to every consumer.

#### **During Session:**

**Arrive.** We recommend arriving at least 30 minutes before the start of the session so that you have time to check in, check your bags, and get prepared for the session to begin!

**Check In.** Be sure to find a Nike+ Chicago staff member. They will ask your name and check you into the session.

**Have Fun!**

#### **Post-Session:**

**Celebrate & Recover.** You did it! Celebrate your accomplishment and be sure to recover so you are ready to go for your next session.

**Share.** Check back to your Nike email address for your session recap ("Re-Run" or "Cool Down") email with photos from your session if there was a photographer present.

**Repeat (and bring a friend).** Book A Spot for another Nike+ session or Nike+ event at Nike.com/Chicago.

#### **Q: Is there a bag check?**

**A:** We've got lockers and/or bag check at every session so you can ensure your belongings are safe and put all of your focus into the session ahead. Our staff will grab your bags and give you a number for an easy retrieval at the end of your workout.

**Q: Will I receive hydration and/or nutrition at Nike+ Chicago sessions?**

**A:** Two of the most overlooked elements of athletic performance, we will make sure you can make the most of your session with complimentary water. Additional nutrition will be provided at sessions depending on the length of the workout.

**Q: Will I receive a reminder email about the session I signed up for?**

**A:** We know things get busy so we will make sure to remind you about all of your upcoming Nike+ session that you reserve a spot for. Be on the look out for a reminder email at least 24 hours before the start of your session.

**Q: Will I receive photos from the sessions I attend if a photographer was present?**

**A:** We have a photographer on staff at most sessions to capture the energy and excitement at the workout. Photos are sent out post-session to all attendees as a part of the recap (Re-Run or Cool Down) email.

**Q: How many athletes participate?**

**A:** In an effort to continue to provide premium training and coaching experiences for all athletes, Nike+ Chicago sessions have a limited capacity and require athletes in Chicago to RSVP. The capacity will vary week to week based on the programming offered and demand from athletes. Athletes may also run and train anytime, anywhere through their smartphone, using the Nike+ Running and Nike+ Training Club apps.

**Q: Is there a fee to participate in Nike+ Chicago?**

**A:** Nike+ Chicago is free of charge, just like our Nike+ Running and Nike+ Training Club apps.

**Q: Can I just show up at a session and participate?**

**A:** In an effort to create premium training and coaching experiences for all athletes, Nike+ Chicago sessions have a limited capacity and require athletes in Chicago to RSVP for weekly Sessions. To guarantee participation, athletes may reserve a spot or get on the wait list in advance at [www.nike.com/Chicago](http://www.nike.com/Chicago). That said, we will gladly accommodate walk-ins for certain sessions, space permitting.

**Q: How many Nike+ Chicago session locations are there?**

**A:** Most of the Nike+ Chicago sessions will begin at Nike Chicago, Nike+ Chicago or Nike Running Bucktown. Additional locations may be added, based on weekly programming. To view the current Nike+ Chicago session schedule, including starting locations, visit [www.Nike.com/Chicago](http://www.Nike.com/Chicago).

**Q: Can I attend with my friends?**

**A:** Everyone is welcome to attend any session with Nike+ Chicago, permitted they book a spot at [www.Nike.com/Chicago](http://www.Nike.com/Chicago).

**Q: Can I sign up for more than one session at a time?**

**A:** Yes. Weekly sessions will be posted every Sunday at 2pm CST. Make sure to save the link ([www.Nike.com/Chicago](http://www.Nike.com/Chicago)) to your desktop and mobile browsers.

**Q: Is there a penalty for canceling a spot to a session?**

**A:** There is no penalty for canceling a session. Still, please be sure to cancel your spot so that another athlete can take your place at least 24 hours in advanced.

**Q: What does it mean when a session is listed as "Waitlist Only"?**

**A:** Some of our sessions are listed as "waitlist only". You will know when you have been officially registered for a waitlist only session when you receive a confirmation email from Nike Chicago. We will include copy in the Event Summary if we will accept walk-ins 10 minutes prior to each session.

**Q: Do I need the Nike+ Running or Nike+ Training App to participate?**

**A:** You do not need the Nike+ Running or Nike+ Training Club apps to participate, however, it is a great way to track your running progress with miles, pace, and calories as well as connect with the Nike+ community.

**Q: What do I need to wear?**

**A:** Check out [www.Nike.com](http://www.Nike.com) to scope out the latest in Nike footwear and apparel. Get suited up in the right gear for any conditions, and run the city no matter the weather. Need help finding the right gear? Ask An Expert. Learn more at [Nike.com/NikePlus](http://Nike.com/NikePlus).

**Q: Do all Nike+ sessions start at the same location and time?**

**A:** Nike+ sessions begin at different locations and times throughout the city. All of these details will be available on the RSVP link and can also be found in your confirmation and countdown emails.

**Q: Why the unique (i.e. 7:06pm) start times for Nike+ Run Club sessions?**

**A:** Bill Bowerman, Nike co-founder and pioneer of American distance running, insisted his track & field athletes at the University of Oregon practice at oddly specific times of day - you're less likely to arrive late to a session if the exact starting time sticks out in your head due to its specificity.

**Q: Do all sessions end at the same place that they start?**

**A:** Not all sessions begin and end at the same location. These details will be listed in the RSVP page and can also be found in your confirmation and reminder emails. Bag check will be available at all sessions that begin and end in different locations. You will have access to your personal belongings after the session.

**Q: How will I be notified if a session is postponed or cancelled due to inclement weather?**

**A:** Sessions will only be cancelled in the event of lightning or other extreme weather conditions that lead to a shutdown of public transportation or our retail stores. You will be notified via email, and additionally, updates will be posted on Nike+ session event page.

**Q: Can I run a session with a stroller or pet?**

**A:** We strive to provide the most inspiring, most fun and safest environment at Nike+ Chicago sessions. With athletes' safety in mind, we do not allow dogs or strollers at any of our Nike+ Chicago sessions.

**Q: What is expected from members of the Nike+ Chicago community?**

**A:** Nike+ Chicago seeks to provide a positive, uplifting environment for all athletes. Members are expected to respect Coaches and Pacers, as well as all other athletes. These are group workouts, so patience, understanding, and a willingness to work together are all essential.

**Q: What is the difference between a session and an event?**

**A:** Nike+ Chicago sessions are regularly scheduled, weekly workouts, like NTC H.I.T. and NRC Home Run. For many of these sessions, walk-ins are welcome until the participant limitations are met. Events generally take place only once, are typically invite-only, don't feature a wait list, and have a strict cap. For both sessions and events, we limit the number of participants to ensure those present enjoy the best possible experience.

**Q: Where can I reclaim my lost and found items?**

**A:** Items left behind at sessions beginning from a specific Nike store will be brought back to that store. Items left behind at sessions not beginning from a store will be brought to one of our stores; whichever is closer to the session's location. Please email [nikechicago@nike.com](mailto:nikechicago@nike.com) when you lose something.

**Q: How do I contact Nike+ Chicago?**

**A:** For all questions, concerns, comments, or feedback email us at [nikechicago@nike.com](mailto:nikechicago@nike.com).