



Frequently asked questions

Q: What is WW?

A: WW is Weight Watchers reimagined. Our purpose is to inspire healthy habits for real life. For people, families, communities, the world, for everyone. No matter what your goal is—to lose weight, eat healthier, move more, develop a more positive mindset, or all of the above—we will bring you science-based solutions that fit into your life. WW welcomes everyone who seeks to be healthier, not just manage their weight.

Q: Why is Clean Harbors partnering with WW?

A: As part of your organization's wellness offering, Clean Harbors has teamed up with WW to bring you a program that gives you real-life solutions to get healthier, at a reduced cost.

Q: Who can take advantage of the WW offerings?

A: US regular benefits eligible employees at Clean Harbors are eligible to participate.

Q: If I register for WW, will my membership and weight information be kept confidential?

A: Yes, it will. Although Clean Harbors will receive information about the total membership's weight loss, it will not receive any individual or personally identifiable information.

Q: If I'm a current WW member can I receive the special pricing?

A: Of course! There's an option to link your current account through your company's registration process. If you have any issues, call WW at 866-204-2885 for assistance with getting your membership switched.

Q: Should I use my personal or work email when creating my WW Account?

A: It is recommended that you use your personal email address when creating your WW Account to ensure you are receiving all email updates and content from WW.

Join WW today! Go to [weightwatchers.com/us/CleanHarbors](https://www.weightwatchers.com/us/CleanHarbors) click "I'm ready" button. Enter **Employer ID: 15103751**. Select your population type, enter your 6 digit Clean Harbors employee ID then click "**Next step**" to choose your membership type, create your account and click "**Next step**", enter your payment information "**Next step**", then review and submit. your order.

Q: What are the WW offerings and monthly cost through Clean Harbors?

A: You can choose the plan that fits your lifestyle and pay WW directly (payroll deduction is not available).

Offering 1: Digital
\$8.48 per month

Offering 2: Digital + Workshops
\$19.11 per month

Offering 3: WW for Diabetes
\$19.11 per month

Retail pricing may vary depending on consumer promotions, but the Clean Harbors rate and discount will remain constant and through this partnership there is never a joining fee!

Q: How do I cancel my WW membership?

A: Our cancellation process is hassle-free. You can easily cancel your membership on our website. Simply log in to your account, go to "Settings," > "Account" to view your cancellation options. If you would like assistance with cancelling your account, you can call 866-204-2885. If you have already been billed for your next month, call 866-204-2885 to receive a full refund for the upcoming month. Please note that you will not receive a refund for the month in which you cancel, except as provided in the Cancellation Policy.

Q: What happens if I am no longer a Clean Harbors employee?

A: If you are no longer a Clean Harbors employee you will receive an email asking if you would like to switch to the current consumer pricing at that time. If you used your Clean Harbors email and no longer have access, please call 866-204-2885 for assistance.

Questions? Call 866-204-2885 or email wellnesshelp@weightwatchers.com
(Monday-Friday 8:00 a.m.-10:00 p.m. ET; Saturday 11:00 a.m.-5:00 p.m. ET.)