

## Common Questions

**How do I join?** Please follow your company link ([here](#)) and use your company email to sign-up, when available. Select “Get Started” to activate your free digital only plan.

**What if I am already a member of ClassPass?** If your membership is paused and you would like to activate onto a company plan, head to [classpass.com/contact](https://classpass.com/contact) and submit the form under “Manage my plan”. You will hear from a Customer Service agent shortly confirming your reactivation.

**Note:** If you are a current member of ClassPass and have access to the On-Demand library, you would need to resume membership for access to livestream classes.

**What if I used to be a member of ClassPass?** Please reach out to our Customer Support Team at [classpass.com/contact](https://classpass.com/contact) to get your account reactivated. Select “Manage my Membership” and fill out the form, including appropriate email address information. Confirm the membership you would like to have. Please use your work email for your new account and make sure your billing information is up-to-date.

**How do I change or cancel my plan?** You can change plans or cancel anytime during your trial, simply reach out to [classpass.com/contact](https://classpass.com/contact) and select “Manage my plan”.

**When will my membership begin?** Your membership will begin effective immediately after signing up and will renew monthly. You can locate all membership information regarding cycle date, credit total, etc. in your Account Settings upon login.

**What will I have access to?** ClassPass’ on-demand library of unlimited hours of video and audio workouts and meditations. Many different class durations and intensity levels are available.

You will also have access to live-streaming classes hosted by our global network partners, bookable with your ClassPass credits. As markets reopen, you will be able to continue to use your credits to book in-person classes with participating studios and gyms.

**Will Credits Rollover?** Yes. You can roll over up to the number of credits in your upcoming plan. For example, if your next plan includes 19 credits, you can roll over up to 19 credits into your next month. 20 credit plan rolls over up to 20/mo. 30 credit plan rolls over up to 30/mo.



# classpass

**Run out of credits?** You can always purchase additional credits!

**What are credits?** Credits are what you use to book classes directly through your ClassPass account. These credits allow you to choose which classes and/or wellness appointments you would like to reserve. Please note that the number of credits needed to book a class varies from class to class and studio to studio. The amount of credits you receive each month depends on which membership you signed up for.

**How many credits is one class?** Classes have different credit rates that vary depending on class time, studio, location, booking time, and the popularity of the class. After completing the free 45-day trial you will have a better idea of how many credits the classes you like require.  
\*Gym-time for corporate users is always 1 credit\*

**Can I use ClassPass on vacation/while traveling?** Absolutely! Your ClassPass membership allows you to easily take classes in any of our cities all over the globe. In some cities, credit values may be more or less than what you see in your home city. After all, every city is unique!

## **What are the class cancellation fees?**

**Late Cancel:** In-person classes can be cancelled up to 12 hours prior to the start of class with no charge, and the credits you used to book the class will be automatically returned to your account. If a cancellation takes place within 12 hours of start time, a late cancellation fee will be charged.

**Missed Class:** If you miss an in-person reservation without cancelling, the credits used to book the class will be automatically returned to your account. A missed class fee will be charged for select classes if a cancellation is not made prior to start time.

Applicable late cancel and missed class fees will be noted in the booking experience, class cancellation confirmation pop-up, and reservation confirmation email you receive after successfully booking a class. Incurred fees will be charged and appear on your bank statement 7 days after the reservation date.

**What studios and gyms are on ClassPass?** Go to the ClassPass homepage (Make sure you're not logged into a ClassPass account otherwise you'll be redirected). Click on "Explore Studios" at the top of the screen. Search by map view, list view, zip code, or activity.

