

classpass

# Elite Customer FAQs

## Elite Customers



# Getting started with **ClassPass**

## **What do I have access to with my ClassPass Corporate Membership?**

Use your ClassPass credits to book a variety of fitness and wellness experiences both offline and online, hosted by our network of 30,000 partners. Plus enjoy complimentary access to the ClassPass library of 4,000 hours of on-demand classes.

### **On-demand Classes**

Prefer to keep working out from home? ClassPass has grown its on-demand library of audio and video workouts with 4,000 on-demand classes included for free with all memberships .

### **Livestream Classes**

Missing the energy of in-studio classes? Try one of the 5,000 daily global livestream classes (book with credits). Be sure to check out 1:1 virtual personal training and nutrition consultations to round out your routine!

### **In-Person Classes**

Ready to be reunited with your favourite studio or gym? ClassPass has in-person classes available across the country. Please Note: ClassPass is following local government mandates in regards to COVID-19 openings and closures.

### **Wellness Sessions**

In addition to fitness classes, you can also book wellness experiences with your ClassPass membership. Wellness experiences include guided meditation, sauna, acupuncture, massages, facials, manicures, hair services, and so much more.

**Ready to get started? Sign up [www.classpass.com/corporate/cbdelite-5473](http://www.classpass.com/corporate/cbdelite-5473) today!**

### **Need more information?**

- How to [sign up](#)
- Getting started with [ClassPass On Demand Classes](#)
- Getting started with [ClassPass Livestream Classes](#)
- Getting started with [ClassPass In-Person Classes](#)
- [ClassPass Credits FAQs](#)

# Getting started with **ClassPass**

As an elite customer **new** to ClassPass:

- Click [www.classpass.com/corporate/cbdelite-5473](http://www.classpass.com/corporate/cbdelite-5473) to get started
- Enter your email address (if available)
- Enter your name
- Enter and verify your phone number (if prompted)
- Select your exclusive offer
- Enter your Customer ID
- Enter your billing information
- Set up password via emailed link
- Start booking!
- To change or cancel your plan at anytime contact the Customer Experience team

As an elite customer with an **existing or previous** ClassPass membership:

- Click [www.classpass.com/corporate/cbdelite-5473](http://www.classpass.com/corporate/cbdelite-5473) to get started
- Select 'Update your existing account?'
- Login by entering the email address and password on your current or previous ClassPass account
- Choose 'My plan or account'
- Choose 'My question is for a Corporate Wellness account'
- Fill in the remaining fields
- Make sure to mention the plan you want to switch to, and submit!

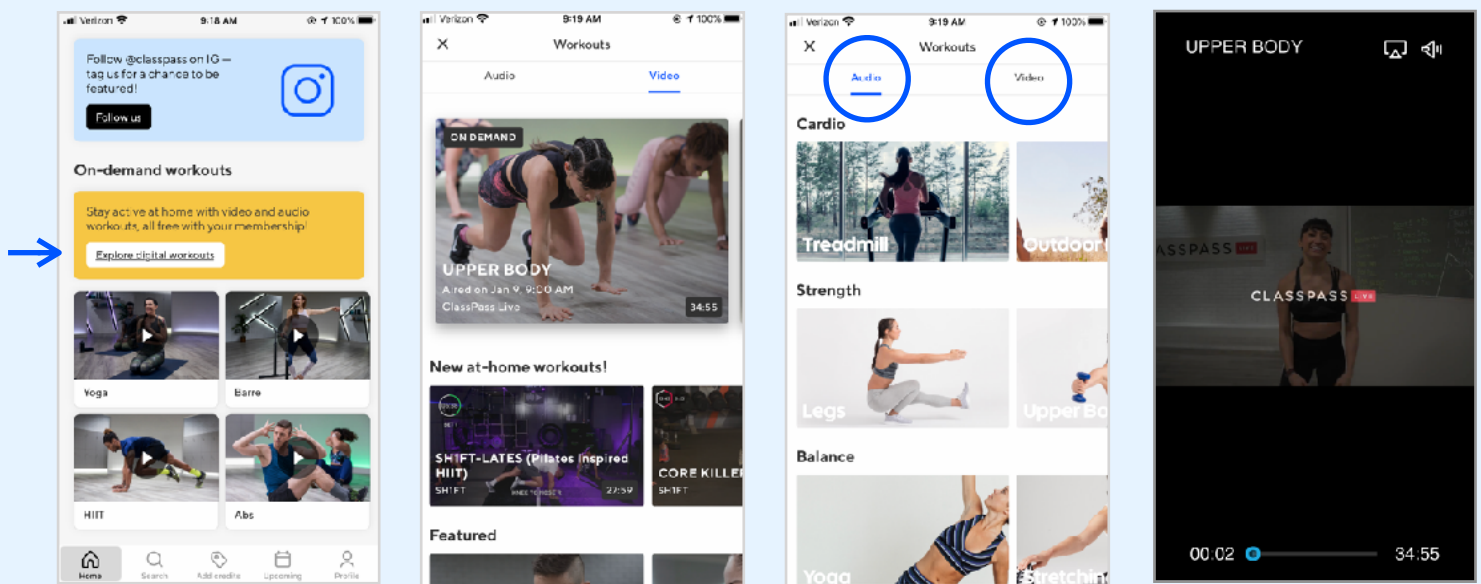
Your membership will renew monthly unless cancelled. You can locate all membership information regarding cycle date, credit total, etc in your [Account Settings](#) upon login.

Getting started with

# ClassPass On Demand

Access over 4,000 hours of premier on-demand classes across different fitness genres. Available in audio or video format.

## How to access on-demand classes in-app



Launch the ClassPass app. Scroll down and select “Explore digital workouts”

Explore videos by category

Select “audio” or “video” format

Play your workout on your phone, or stream to your TV or smart device

## Need help streaming to your TV or smart device?

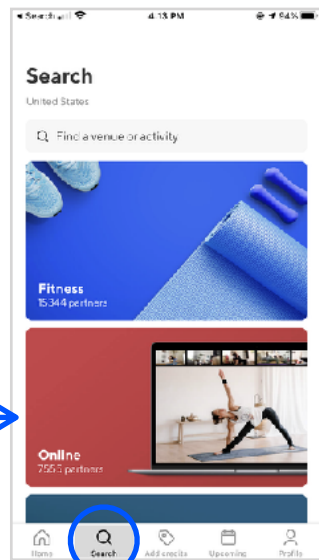
Checkout these resources:

- [Use Airplay to stream video or mirror your device’s screen](#)
- [How to cast - Chromecast help](#)
- [Cast your Android screen from the Google Home app](#)

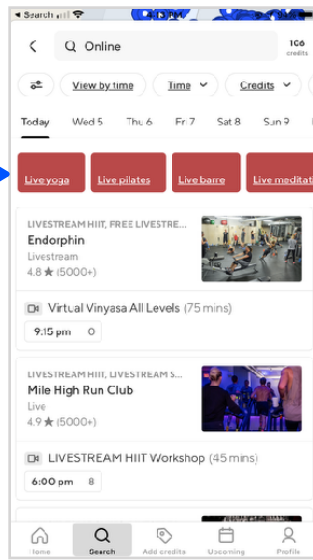
# Getting started with ClassPass Livestream

Prefer an at-home class experience? Use your ClassPass credits to book a livestream class with top studios across the globe 🌍

## How to book livestream classes



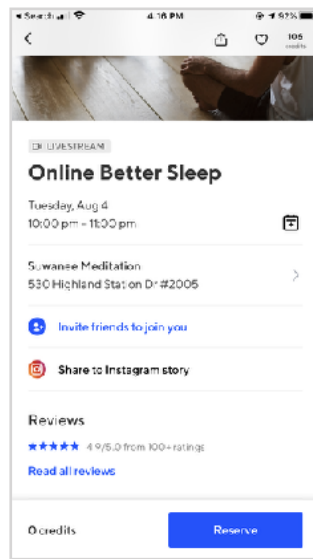
Select "search" and "online"



Explore all available options or select a category



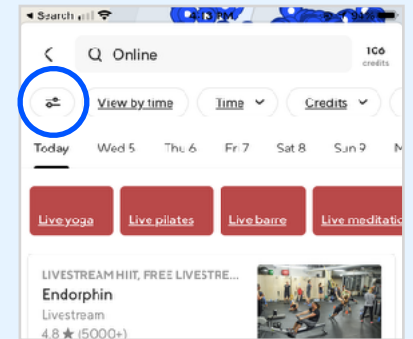
Review options



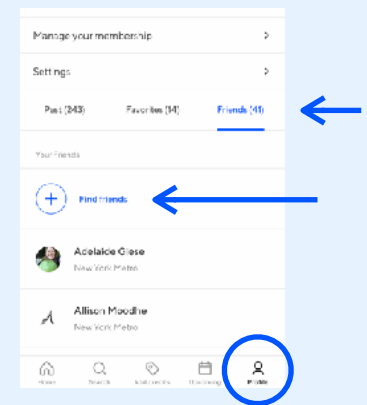
Reserve & confirm!

## ClassPass Pro Tips:

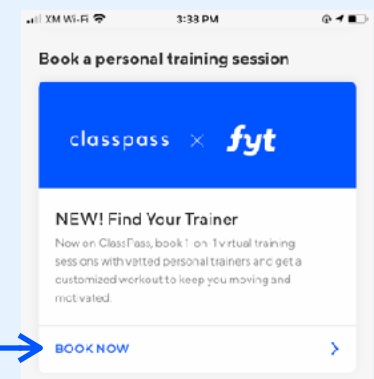
Use time & day filters to book in advance



Add coworkers as friends and book classes together



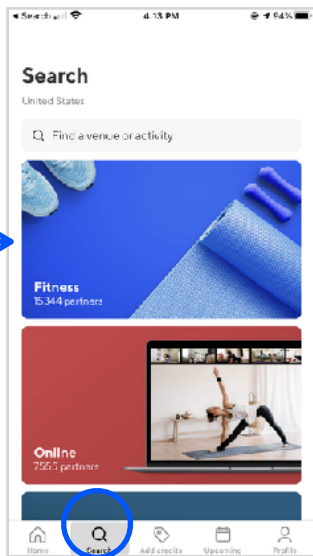
Try a virtual personal training session



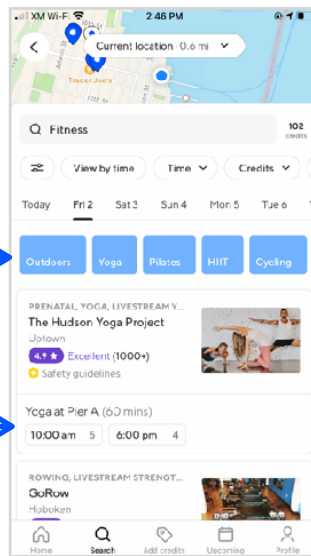
# Getting started with ClassPass In Person

Use your ClassPass credits to book a class at a top studio or wellness venue near you. Checkout safety & cleanliness checklists and ratings & reviews to book with confidence.

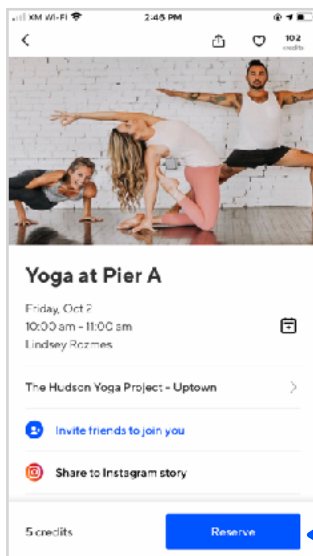
## How to book in-person classes



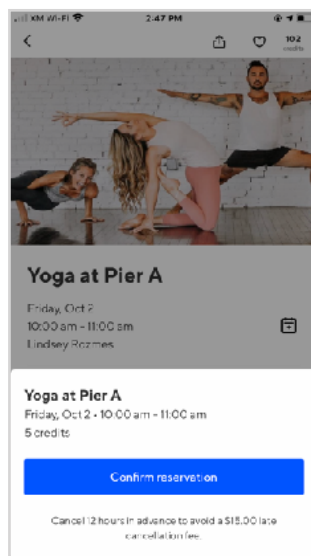
Select "search" and "fitness"



Explore nearby classes or select a category



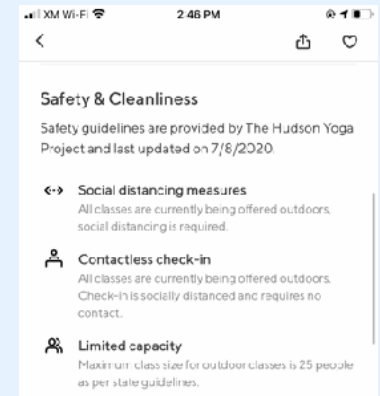
Reserve your spot in class



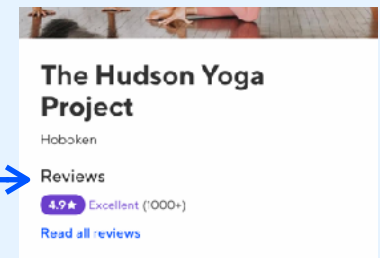
Get ready to sweat!

## ClassPass Pro Tips:

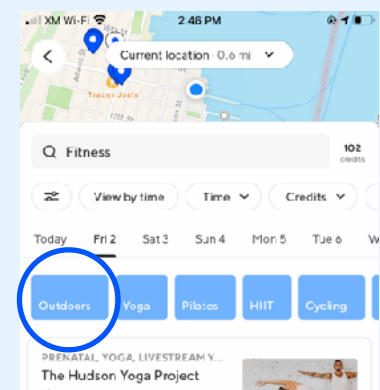
Review safety & cleanliness checklists



See ratings & reviews before booking



Checkout "outdoor classes" near you



## FAQs

# ClassPass Credits

### How do I book classes through the ClassPass website?

1. Follow the steps [here](#) to sign up & log in to your corporate membership
2. Head to [classpass.com](https://classpass.com)
  - **For in-person sessions:** Select a Category (All, fitness, wellness, beauty, etc.)
  - **For livestream sessions:** Select a Livestream Category only
3. Use the filters to browse by day, time of day and credit cost
4. Scroll through options and select a class to book
5. Click the blue reserve button to book
  - **For livestream sessions:** Keep an eye on your email for a link to join (can arrive up to 20 minutes before class)
6. Check in at the scheduled class time and get ready to sweat!

### Pro Tips:

1. Use the credits filter (under “more”) and slide the scale to 0 to view any complimentary livestreams
2. Click on any studio to read more before booking
3. Click on the ratings bar to read reviews before booking
4. Invite friends to join you in class
5. In your ClassPass App, add friends to share your upcoming class schedules
  - Simply head to “Profile” > “Friends” > “Add Friends”

### How do I access on demand classes through the ClassPass website?

1. Follow the steps [here](#) to sign up & log in to your corporate membership
2. Head to [classpass.com/videos](https://classpass.com/videos)

### Additional Resources:

- [Livestream Classes FAQ](#)
- [What are credits?](#)
- [Will my membership automatically renew?](#)
- [How do I know when my cycle starts and ends?](#)
- [What is the class cancellation policy?](#)
- [How do I search for classes?](#)

### Have more questions?

Reach out to Customer Service at [classpass.com/contact](https://classpass.com/contact)