

classpass

Employee FAQs

**The London School of Economics and
Political Science**

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 60,000 different partners. Plus enjoy complimentary access to the ClassPass library of 4,000 hours of on-demand classes.

In-Person Classes

Looking to sweat at your favourite studio or gym? ClassPass has in-person classes available across the world. From boxing to yoga and everything in-between, we have your workout covered!

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 today!](#)

Need more information?

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

Getting started with ClassPass

As an employee **new** to ClassPass:

- Click [here](#) to get started
 - Enter company code: **21LSExCP**
 - Select "Get Started"
 - Enter your email address
 - Choose your password
 - Enter your name
 - Enter and verify your phone number (if prompted)
 - Enter your billing information
 - Choose the free trial and start booking!.
-
- To change or cancel your plan you can do so in the app at anytime

If you have an **existing or previous** ClassPass membership see step by step [here](#).

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.

Available Corporate Plans for LSE

Get started [here](#)

£0

FREE TRIAL
(2 weeks)

Includes **63 credits**

£15

per month

Includes **13 credits**

£45

per month

Includes **37 credits**

£69

per month

Includes **63 credits**

£99

per month

Includes **89 credits**

£130

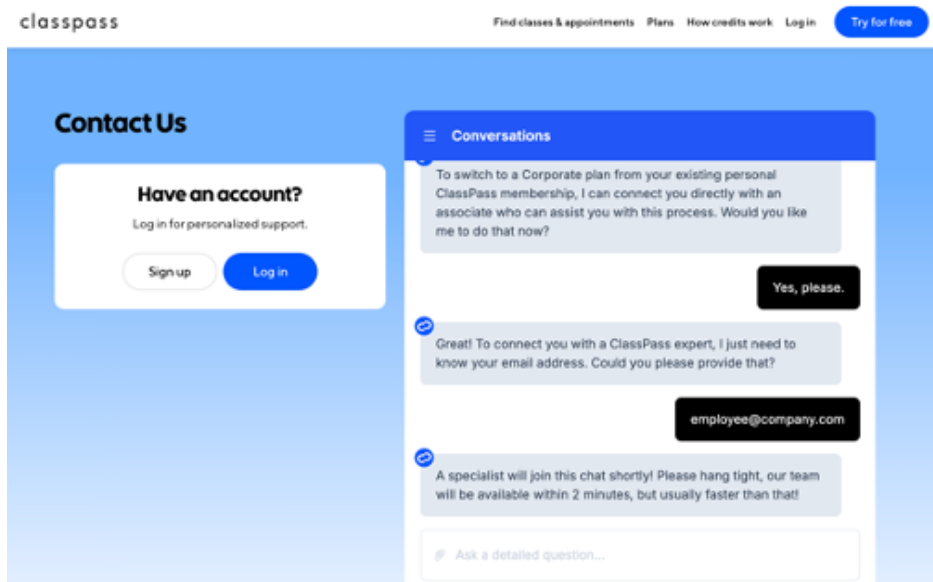
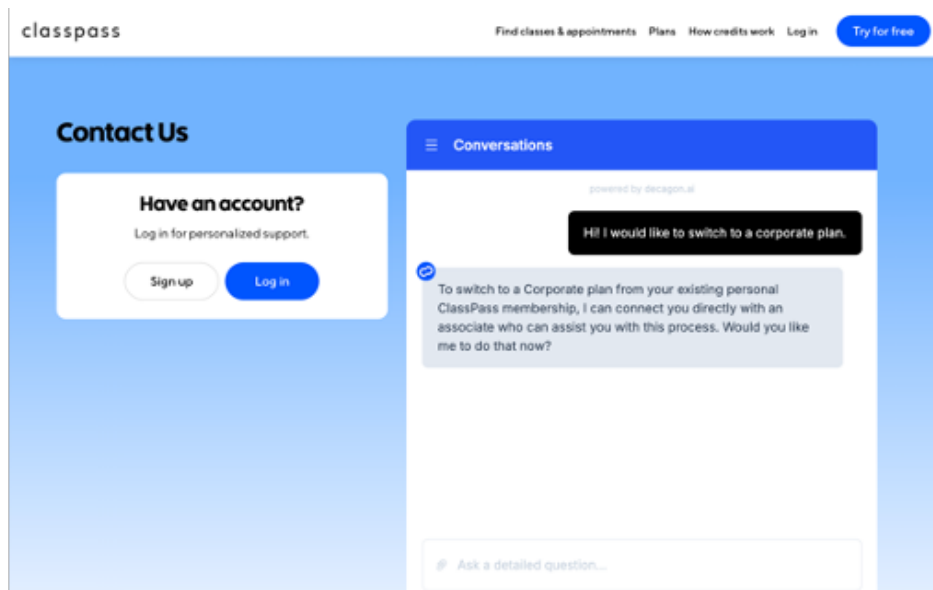
per month

Includes **120 credits**

Getting started with ClassPass

As an employee with an **existing or previous** ClassPass membership:

- Click [**here**](#) to get started
- Select 'Have an existing account'
- You will be directed to chat with the ClassPass bot
- In the chat enter *"I would like to switch to a Corporate plan"*
- You will then be connected with a live associate.
- Please provide your company name, email address, company code: **21LSExCP** and the plan you would like to move onto



Sign Up FAQ's:

If you are having any issues with your sign up, please see common questions and answers below:

How do I activate my corporate ClassPass account?

You will need to sign up individually via your company sign-up link and code (see first page)

I already have an account with another email address - do I get access to the free trial?

No. If you already have an account you will need to convert it to a corporate one. [See slide 4.](#)

How does the subscription work?

ClassPass operates on a monthly subscription basis - you can start or cancel your membership at any time.

What happens after the free trial?

After your free trial ends, you will be automatically enrolled onto the 36 credit a month plan. You can update your plan at anytime via your account section on the app.

Can I use ClassPass in different countries?

Yes, ClassPass is available in most major cities globally. You can use your membership in different countries, allowing you to work out while travelling.

Why do I need to enter credit card details?

Due to the nature of ClassPass and the various in-app purchases we do require a card for all sign-ups, to allow for any optional future purchases or plan switches.

I am having issues with sign-up?

Please reach out to our Customer Experience Team [here](#) as a first touch point. Please also see below some common issues and troubleshooting:

I am not seeing the correct plans / plans are not showing once I go through the sign up process:

Please ensure you are in the correct country for your company plans, and ensure no VPN is enabled so you are directed to the correct plans.

I am getting an error message when entering my details:

This might be because you have an existing account with us. Please see steps in page 1 on how to convert your personal account into your corporate account.

I have signed up but I can only see the regular consumer plans:

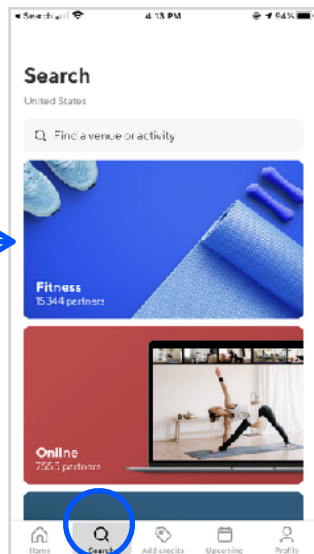
You might have signed up to a normal consumer plan instead of going through your company landing page. You will need to reach out to our customer service team to switch the account over for you.



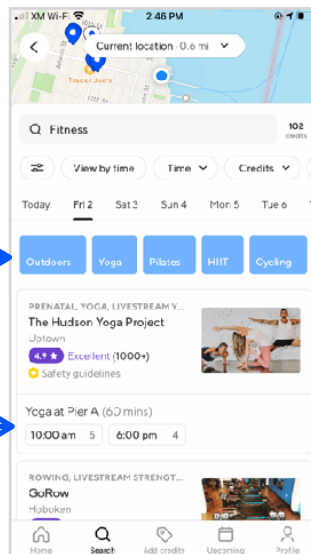
Getting started with ClassPass

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.

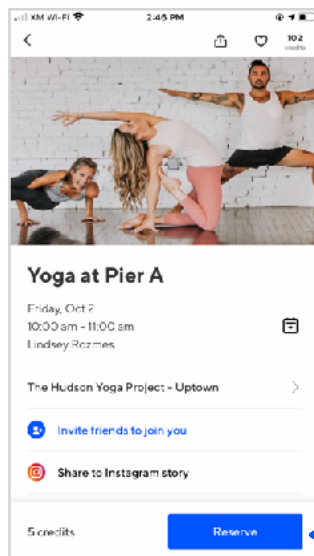
How to book in-person classes



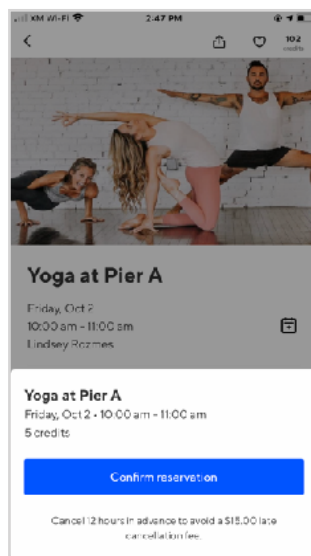
Select "search" and "fitness"



Explore nearby classes or select a category



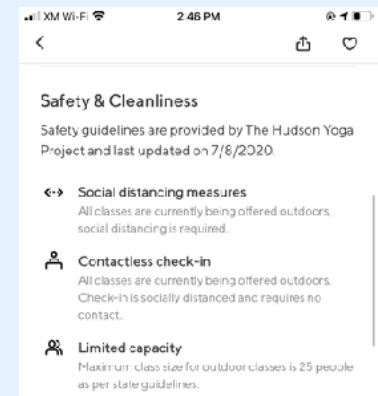
Reserve your spot in class



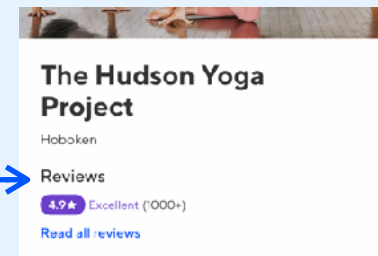
Get ready to sweat!

ClassPass Pro Tips:

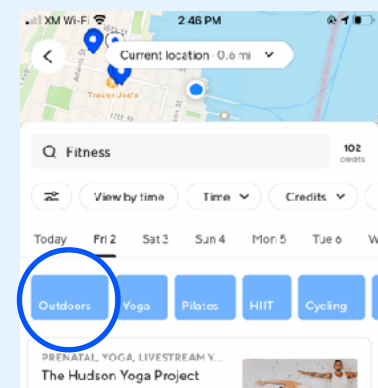
Review safety & cleanliness checklists



See ratings & reviews before booking



Checkout "outdoor classes" near you

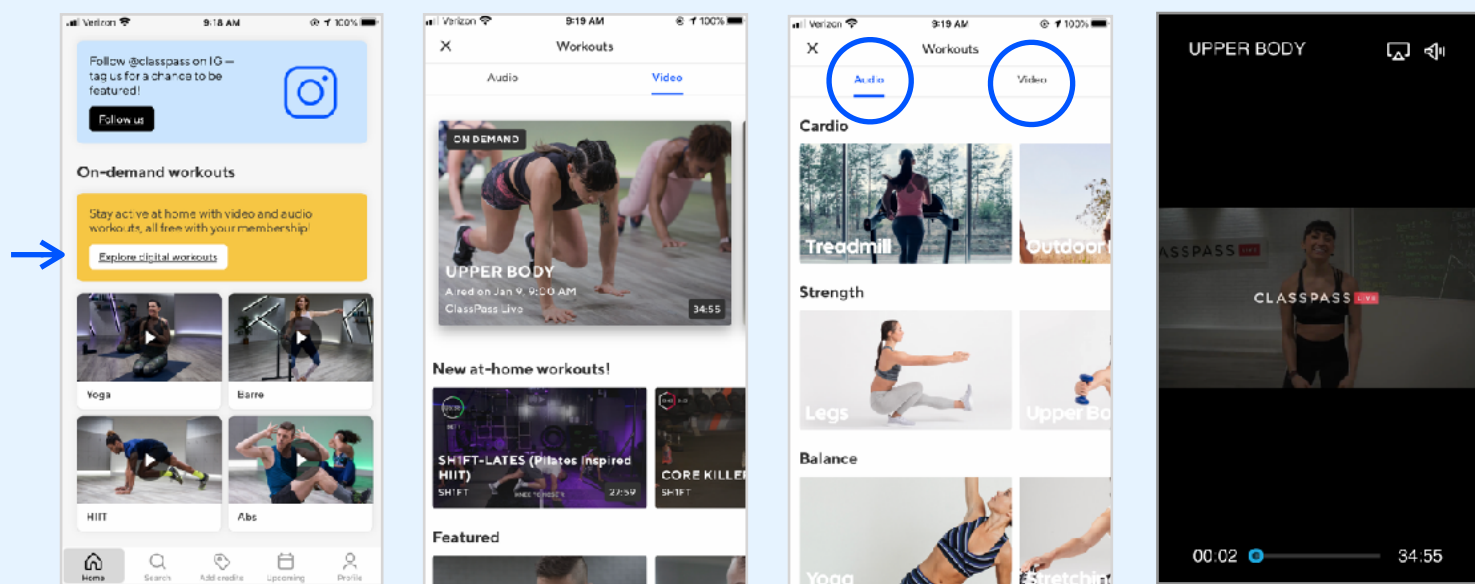


Getting started with

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](#)

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
 - **For in-person sessions:** Select a Category (All, fitness, wellness, beauty, food & beverage etc.)
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
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 view classes by credit cost
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

Additional Resources:

- [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