

CLASSPASS

User Policies

What to do if a ClassPass user...

Claims to have a reservation for class, but is not showing up on the roster.

ClassPass users are required to book class in advance through ClassPass. If a user is not in the roster, please ask her to provide proof of reservation in the mobile app or site, not via a confirmation email. If she isn't able to provide confirmation, offer to have her attend class at the drop-in rate, should space allow.

Requests that you not mark them as a "no show" or "late cancel."

If you're asked to not report a no show or a late cancellation, please politely decline. Be sure to mark them as missed in your Partner Dashboard, flag the user and leave a review to help reduce this behavior in the future.

Requests that you add them to a class not on ClassPass, or open up more spots in a class.

ClassPass users promise not to: Harass, threaten, or defraud users, members or staff of ClassPass Venues, as dictated in our T&C's. Should you encounter a person violating these terms, please flag the user and provide details via the feedback tool.

Shows up late for a class and requests to be let in.

Allowing late users to attend a class is at your discretion. We recommend that you follow the same policy you use with your regular clients.

Uses or takes items not included in a ClassPass reservation without payment or permission, i.e. towel, yoga mat, equipment for rental or merchandise.

We encourage you to handle any issues regarding items for rental or purchase at your studio or gym with the user directly. ClassPass is not responsible for reimbursement of goods not dictated in your contract. If a ClassPass user takes or uses an item without payment and you feel you cannot resolve the matter, please flag the user and provide details in the feedback tool.

Refuses to sign a waiver or go through first time user steps at your studio.

ClassPass users, by agreeing to our Terms of Service, agree to consent to the liability waivers of our individual partners. If a user refuses to abide, you are not obligated to allow them to attend class or use your gym. The user should be directed to our Terms of Service at classpass.com/terms.

If there are any additional questions or issues, please direct the user to email info@classpass.com. And as always, please email studios@classpass.com with any questions you may have.