

CLASSPASS

User Policies

What to do if a ClassPass user...

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

ClassPass users are required to book gym time 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 purchase a day pass to your facilities.

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 and flag the user to help reduce this behavior in the future.

Requests that you add them to a gym time spot not on ClassPass or open up more spots in a gym time hour slot.

Please politely decline and ask that the user purchase a day pass to use your facilities instead. ClassPass users promise not to: Harass, threaten, or defraud users, members or staff of ClassPass or Venues, as dictated in our T&C's. Should you encounter a person violating these terms, please reach out to your account manager at studios@classpass.com and provide the full name of the user and email, if possible.

Shows up before/after the 15 minutes entry time for a gym time slot and requests to be let in.

Allowing late users to attend gym time is at your discretion but all ClassPass users have been notified on your microsite and in their gym time confirmation email of your check-in guidelines.

Uses or takes items or services not included in gym time without payment or permission, i.e. Group Exercise or Training Services, 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 agreement. If a ClassPass user takes or uses an item without payment and you feel you cannot resolve the matter, please reach out to your account manager at studios@classpass.com.

Refuses to sign a waiver or go through first time user steps at Town Sports.

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 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.