

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 on the roster, please ask him/her to provide proof of reservation (i.e. a confirmation email or confirmation in the mobile app or site). If he/she isn't able to provide confirmation, you can offer for have him/her attend class at the drop-in rate, should space allow. If any additional questions or concerns arise, direct the user to reach out at <https://classpass.com/contact>.

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. You can direct the user to reach out at <https://classpass.com/contact> if they have further questions. Be sure to mark them as missed in your Partner Dashboard to help cut down on 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 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. As always, you can direct the user to reach out at <https://classpass.com/contact> with any questions or concerns.

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 reach out to your account manager at studios@classpass.com.

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

ClassPass users, by agreeing to our Terms of Service, have agreed to consent to the liability waivers of our individual studio and gym 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. The user can also reach out at <https://classpass.com/contact> with any questions.