

classpass

Employee FAQs

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 favorite 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 classpass.com/corporate/aecom-3bdc today!

Need more information?

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



Getting started with

ClassPass

As an employee new to ClassPass:

- Click classpass.com/corporate/aecom-3bdc to get started
- Enter the company code: AECOM and select 'Get started'
- Enter your employee email address (if available)
- Enter your name
- Enter and verify your phone number (if prompted)
- Select your exclusive offer
- 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 employee with an existing or previous ClassPass membership:

- Click classpass.com/corporate/aecom-3bdc to get started
- Select 'Have an existing account?'
- Choose 'Manage my plan'
- Enter the email address on your current or previous ClassPass account
- Choose 'I want to change to a different membership plan for my next cycle'
- Choose 'My question is for a Corporate Wellness account'
- Fill in the remaining fields
- Enter the company code: AECOM
- 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.

Available Corporate Plans

Get started at classpass.com/corporate/aecom-3bdc

\$0	\$31	\$43	\$83
per month	per month	per month	per month
Includes Digital Only	Includes 20 credits	Includes 30 credits	Includes 60 credits

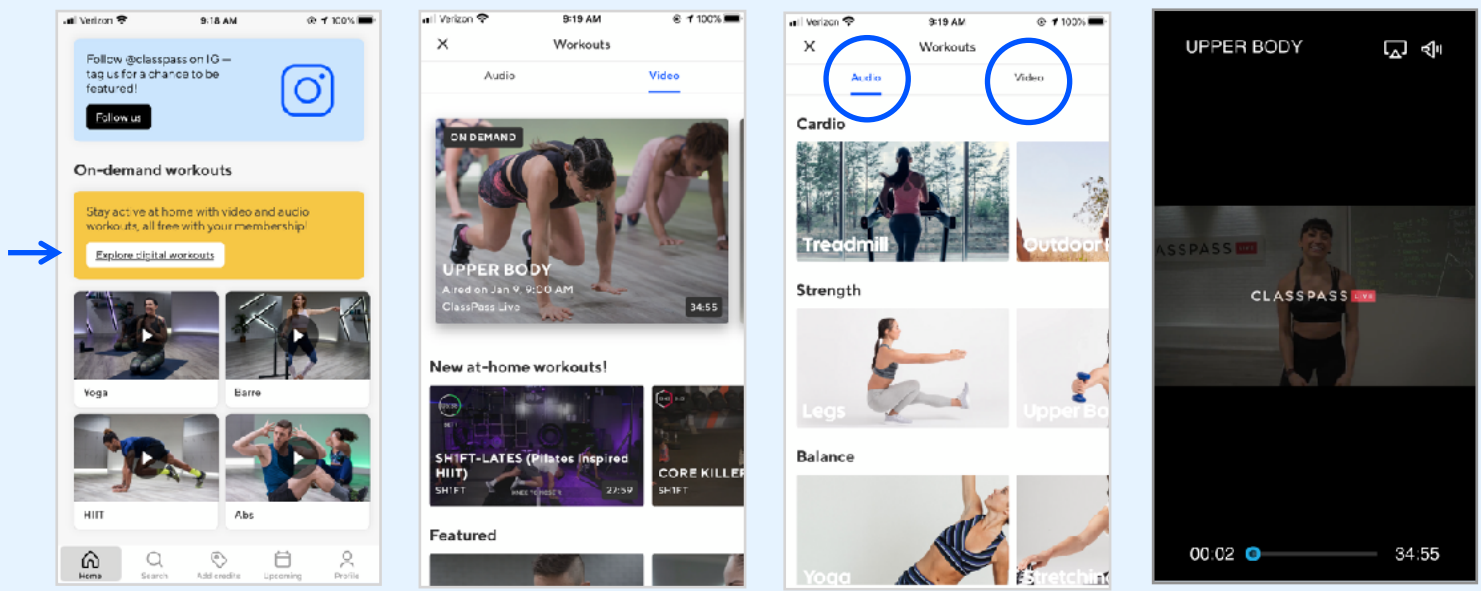
Please note these prices are in USD, if you would like to see pricing for you country refer to the [pricing guide](#).

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



The image consists of four sequential screenshots of the ClassPass mobile app interface, illustrating the steps to access on-demand classes. A blue arrow points to the 'Explore digital workouts' button in the first screenshot.

- Screenshot 1:** The home screen of the app. At the top, there is a banner for Instagram. Below it, the 'On-demand workouts' section features a yellow button labeled 'Explore digital workouts'. Below this button are thumbnails for various workout categories: Yoga, Barre, HIIT, and Abs.
- Screenshot 2:** The 'Workouts' screen, showing a list of on-demand classes. The 'Video' tab is selected. A class titled 'UPPER BODY' is highlighted, showing a thumbnail of a person in a plank position and a duration of 34:55.
- Screenshot 3:** The 'Workouts' screen with the 'Audio' and 'Video' tabs circled in blue. Below the tabs, there are sections for 'Cardio' (Treadmill, Outdoor), 'Strength' (Legs, Upper Body), 'Balance' (Yoga, Stretching), and 'New at-home workouts!'.
- Screenshot 4:** A full-screen view of a workout class titled 'UPPER BODY'. The video player shows a person performing a plank. The 'CLASSPASS' logo is visible in the center. At the bottom, a progress bar indicates the current time (00:02) and total duration (34:55).

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 on Demand

How do I book a class that require credits?

Option 1: Upgrade to a monthly credit plan

1. Follow the steps [here](#) to change your membership as an existing ClassPass Member

Option 2: Make a one time credit purchase to use in this cycle

1. Head to classpass.com/settings/membership
2. Select “Add credits to your cycle”
3. Select a credit pack and hit “Confirm”
4. The cost of the credit pack will be billed to your credit card on file

Already have credits in your account? Continue reading for how to book [livestream](#) or [in-person](#) sessions and [Credits FAQs](#).

Additional Resources:

- [Will my membership automatically renew?](#)
- [How do I know when my cycle starts and ends?](#)

Looking to stream to a 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](#)

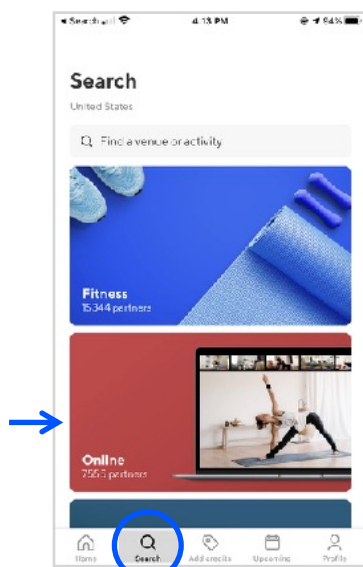
Have more questions?

Reach out to Customer Service at classpass.com/contact

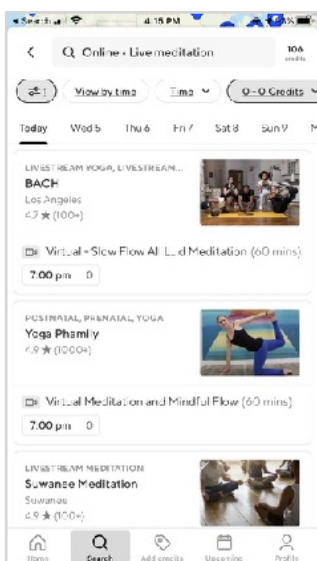
Getting started with ClassPass Livestream

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

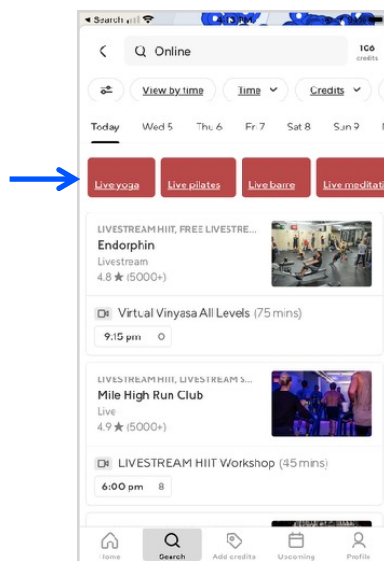
How to book livestream classes



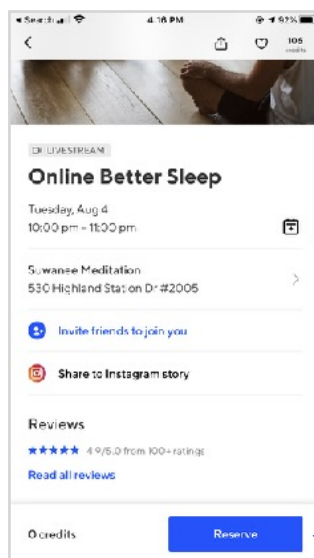
Select "search" and "online"



Review options



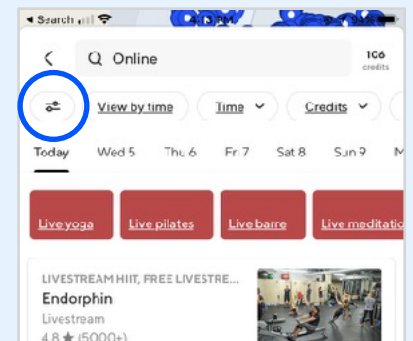
Explore all available options or
select a category



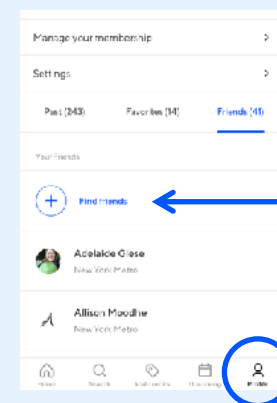
Reserve & confirm!

ClassPass Pro Tips:

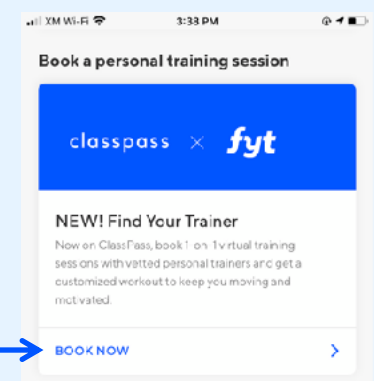
Use time & day filters to
book in advance



Add coworkers as
friends and book classes
together



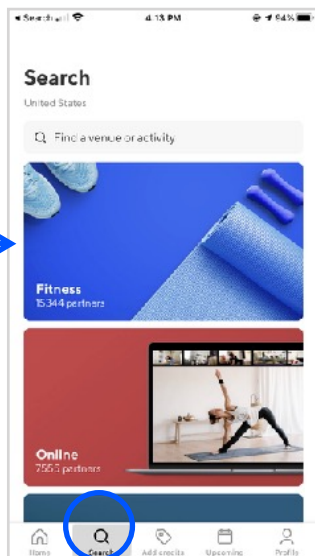
Try a virtual personal
training session



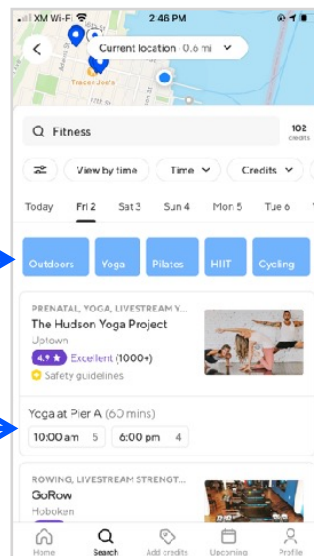
Getting started with ClassPass In Person

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.

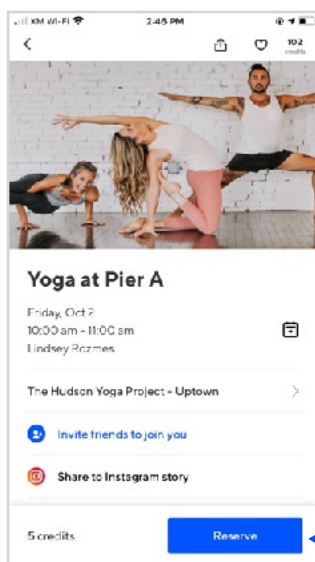
How to book in-person classes



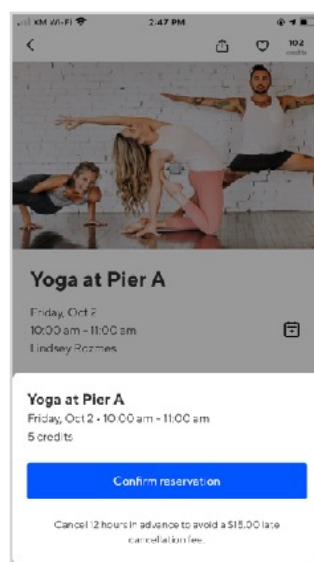
Select "search" and "fitness"



Explore nearby classes or select a category



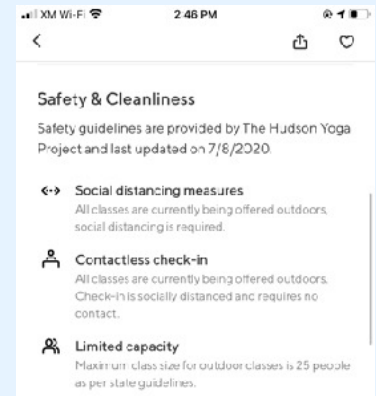
Reserve your spot in class



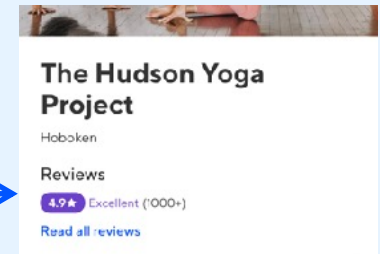
Get ready to sweat!

ClassPass Pro Tips:

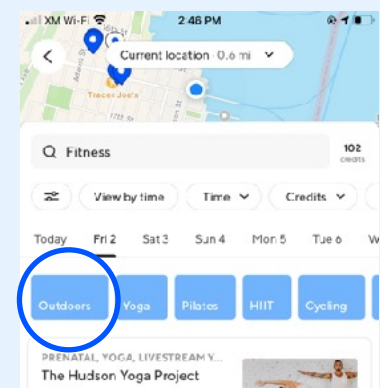
Review safety & cleanliness checklists



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
2. Log in to your corporate membership
3. Head to classpass.com
 - For in-person sessions: Select a Category (All, fitness, wellness, beauty, etc.)
 - For livestream sessions: Select a Livestream Category only
4. Use the filters to browse by day, time of day and credit cost
5. Scroll through options and select a class to book
6. 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)
7. 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”

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



classpass

Pricing Guide

Click the link below to sign up today!

- [Available Plans United States:](#)

- \$0 per month for 0 credits
- \$31 per month for 20 credits
- \$43 per month for 30 credits
- \$83 per month for 60 credits

- [Available Plans United Kingdom:](#)

- £0 per month for 0 credits
- £24 per month for 20 credits
- £36 per month for 30 credits
- £66 per month for 60 credits

- [Available Plans Australia:](#)

- AUD\$0 per month for 0 credits
- AUD\$42 per month for 20 credits
- AUD\$59 per month for 30 credits
- AUD\$111 per month for 60 credits

- [Available Plans New Zealand:](#)

- NZ\$0 per month for 0 credits
- NZ\$43 per month for 20 credits
- NZ\$64 per month for 30 credits
- NZ\$122 per month for 60 credits

- [Available Plans Hong Kong:](#)

- HK\$0 per month for 0 credits
- HK\$245 per month for 20 credits
- HK\$367 per month for 30 credits
- HK\$702 per month for 60 credits

- [Available Plans Argentina:](#)

- \$0 per month for 0 credits
- \$16524 per month for 20 credits
- \$24786 per month for 30 credits
- \$49572 per month for 60 credits^{up}

- [Available Plans Canada:](#)

- CAD 0 per month for 0 credits
- CAD 42 per month for 20 credits
- CAD 59 per month for 30 credits
- CAD 111 per month for 60 credits

- [Available Plans France:](#)

- €0 per month for 0 credits
- €25 per month for 20 credits
- €33 per month for 30 credits
- €67 per month for 60 credits

- [Available Plans India:](#)

- ₹0 per month for 0 credits
- ₹2107 per month for 20 credits
- ₹3017 per month for 30 credits
- ₹5813 per month for 60 credits

- [Available Plans Ireland:](#)

- €0 per month for 0 credits
- €28 per month for 20 credits
- €38 per month for 30 credits
- €67 per month for 60 credits

- [Available Plans Denmark:](#)

- kr0 per month for 0 credits
- kr220 per month for 20 credits
- kr318 per month for 30 credits
- kr548 per month for 60 credits

- [Available Plans Austria:](#)

- €0 per month for 0 credits
- €25 per month for 20 credits
- €35 per month for 30 credits
- €59 per month for 60 credits



AECOM Exclusive Plans:

- [Available Plans Brazil:](#)
 - R\$0 per month for 0 credits
 - R\$112 per month for 20 credits
 - R\$161 per month for 30 credits
 - R\$305 per month for 60 credits
- [Available Plans Chile:](#)
 - \$0 per month for 0 credits
 - \$21243 per month for 20 credits
 - \$31865 per month for 30 credits
 - \$63730 per month for 60 credits
- [Available Plans Finland:](#)
 - €0 per month for 0 credits
 - €31 per month for 20 credits
 - €42 per month for 30 credits
 - €78 per month for 60 credits
- [Available Plans Norway:](#)
 - kr0 per month for 0 credits
 - kr297 per month for 20 credits
 - kr414 per month for 30 credits
 - kr784 per month for 60 credits
- [Available Plans Philippines:](#)
 - ₱0 per month for 0 credits
 - ₱1563 per month for 20 credits
 - ₱2252 per month for 30 credits
 - ₱4283 per month for 60 credits
- [Available Plans Portugal:](#)
 - €0 per month for 0 credits
 - €24 per month for 20 credits
 - €33 per month for 30 credits
 - €59 per month for 60 credits
- [Available Plans Malaysia:](#)
 - RM0 per month for 0 credits
 - RM124 per month for 20 credits
 - RM178 per month for 30 credits
 - RM325 per month for 60 credits
- [Available Plans Netherlands:](#)
 - €0 per month for 0 credits
 - €24 per month for 20 credits
 - €36 per month for 30 credits
 - €67 per month for 60 credits
- [Available Plans Germany:](#)
 - €0 per month for 0 credits
 - €25 per month for 20 credits
 - €35 per month for 30 credits
 - €65 per month for 60 credits
- [Available Plans Austria:](#)
 - €0 per month for 0 credits
 - €12 per month for 25 credits
 - €29 per month for 45 credits
 - €64 per month for 95 credits
- [Available Plans Singapore:](#)
 - SGD0 per month for 0 credits
 - SGD40 per month for 20 credits
 - SGD60 per month for 30 credits
 - SGD112 per month for 60 credits
- [Available Plans Spain:](#)
 - €0 per month for 0 credits
 - €24 per month for 20 credits
 - €33 per month for 30 credits
 - €59 per month for 60 credits



AECOM Exclusive Plans:

- [Available Plans Sweden:](#)
 - kr0 per month for 0 credits
 - kr299 per month for 20 credits
 - kr419 per month for 30 credits
 - kr784 per month for 60 credits
- [Available Plans Switzerland:](#)
 - CHF0 per month for 0 credits
 - CHF33 per month for 20 credits
 - CHF45 per month for 30 credits
 - CHF90 per month for 60 credits
- [Available Plans Thailand:](#)
 - ฿0 per month for 0 credits
 - ฿1012 per month for 20 credits
 - ฿1436 per month for 30 credits
 - ฿2754 per month for 60 credits
- [Available Plans United Arab Emirates:](#)
 - 0 د.إ. per month for 0 credits
 - 108 د.إ. per month for 20 credits
 - 162 د.إ. per month for 30 credits
 - 315 د.إ. per month for 60 credits
- [Available Plans Indonesia:](#)
 - Rp0 per month for 0 credits
 - Rp423300 per month for 20 credits
 - Rp600780 per month for 30 credits
 - Rp1120980 per month for 60 credits

