

Kaiser Permanente Affinity x ClassPass FAQs

How do I sign up if I'm a **NEW** member of ClassPass?

- Go to: classpass.com/corporate/kaiserpermanente
- Select "Get Started Today"
- Select your plan:
 - Digital (\$0/month)
 - Free Trial for In-Person Classes and Gym Time (\$0 for 21 credits for 30 days).
 - Free trial credits will expire at the end of the 30 days and any remaining credits will not rollover onto the paid membership plan.
- Fill out your email and name
- Enter your credit card information*
- Select "Redeem Now"
- Your membership will begin immediately

*If you are opting into the On-Demand Video Plan you do not have to enter your credit card. When you land on the credit card page select the yellow banner or navigate to classpass.com/videos

How do I switch my membership over to the Kaiser Permanente discounted membership plans if I'm a **CURRENT** or **PREVIOUS** member of ClassPass?

- Go to classpass.com/contact OR select "Update your existing account" on classpass.com/corporate/kaiserpermanente
 - Connect to the ClassPass Chat Bot and state "I would like to transition my account to the Kaiser Permanente Affinity Corporate membership"
 - You will be connected with a Live Associate to transition your current or previous ClassPass account.
 - Please provide your current or previous ClassPass associated email address.
 - The Live Associate will ask you a series of validation questions:
 - Where did you hear about the Kaiser Permanente + ClassPass program?
 - What URL does Kaiser Permanente direct you to?
 - Which plan would you like to move to on your next cycle?

Current Members: A ClassPass Customer Experience agent will respond to confirm all membership details. Switching to the Kaiser Permanente plan will take place on your upcoming renewal cycle. Please note that current members are not eligible for the 30 day free trial period.

Previous Members: Please note that previous members are not eligible for the 30 day free trial period.



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What are my ClassPass membership options as a Kaiser Permanente member?

Through Kaiser Permanente, you can choose between two ClassPass offerings:

1. On-Demand Video: \$0/month (free)

- Access ClassPass’s vast on-demand audio and video workout library, which includes a wide variety of workouts, stretching, and mindfulness recordings ranging from 5 - 75 minutes.
- No credit card required for sign-up.

2. Free 30-day trial, then select a membership that fits your lifestyle.

- Get 21 credits to book in-person classes and gym time for a 30-day free trial.
 - Also get free access to ClassPass’s on-demand video library.
 - Following the trial period, Kaiser Permanente members will automatically roll over to the lowest cost membership plan consisting of 11-credits for \$21 per month.
 - Free trial credits will expire at the end of the 30 days and any remaining credits will not rollover onto the paid membership plan.
 - You can select any other Kaiser Permanente discounted paid monthly plan (see rates below), move to the \$0 On-Demand digital plan or cancel anytime by completing the form on classpass.com/contact or visit your ‘Account Settings’ before your next cycle starts to make any changes to your membership. Any credits remaining in your account at the end of your cancellation cycle will be forfeited.
- The classes, content and features available during your Free Trial may differ from those available during subsequent Subscription Cycles, e.g., users cannot book at a venue more than once during their trial.
- *These services may be modified or discontinued at any time without notice.
- Credit Card will be required to sign-up.

	Retail Rate	KP Rate
11 credits ~2 classes	\$25	\$21
25 credits ~4 classes	\$54	\$43
50 credits ~9 classes	\$104	\$84
95 credits ~17 classes	\$189	\$152

How do I begin accessing my account?

Once you’ve created your ClassPass account and selected your plan:

- Download the ClassPass app (android and iOS) and enter your credentials to log-in, or
- Go to classpass.com on your web browser and click “log-in” to enter your credential



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What types of in-person classes can I book through my ClassPass membership?

ClassPass has thousands of fitness venues across the globe. Fitness classes include everything from high-intensity activities like boxing, rowing, and running, to low impact activities like yoga, cycling, and barre. You can also book nontraditional activities like martial arts, dance, and aerial. If you're not interested in group classes, you can book time slots at local gyms on ClassPass as well.

Currently, the ClassPass offer for Kaiser Permanente will only include fitness and workouts. All other services that were part of the ClassPass network will no longer be available through this offer.

See what venues are near your work or home by searching your city or zip code at classpass.com/search.

Can I cancel a class after I book it? Is there a cancellation fee?

Late Cancel: In-person reservations can be cancelled up to 12 hours prior to start time with no charge, and the credits you used to book the reservation will be automatically returned to your account. If a cancellation takes place within 12 hours of start time, a late cancellation fee will be charged for select reservations. [See the fees chart here.](#)

Missed Reservation: If you miss an in-person reservation without cancelling, the credits used to book will be automatically returned to your account. A missed reservation fee will be charged for select reservations if a cancellation is not made prior to start time. [See the fees chart here.](#)

Can I change or cancel my plan after I sign up?

Yes! ClassPass is a monthly membership that renews each month on the same day – so if you sign up on the 5th of the month, you renew and are charged every month on the 5th. If you start on one plan and decide you'd like to switch plans or cancel, reach out to the Customer Service team at classpass.com/contact or visit your 'Account Settings' before your next cycle starts to make any changes to your membership. Any credits remaining in your account at the end of your cancellation cycle will be forfeited.

What if I do not use all of my credits during my cycle?

No problem. You are able to roll over unused credits up to the total number of credits in your upcoming plan – every month. For example, if you're set to renew on a 50 credit plan, you can roll over up to 50 unused credits into your next cycle. If you are set to switch to a 25 credit plan, up to 25 unused credits will roll over.

Can I use my credits and my account to book classes for my dependents?

Your credits can only be used to book classes for you. However, your dependents who are Kaiser Permanente members and 18+ are also eligible for the exclusive Kaiser Permanente member rate. If your dependent would like to create an account, please have them follow the steps on the previous page.



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How long does my membership last?

ClassPass is a monthly membership that automatically renews each month unless you choose to cancel it. If you decide to cancel, please note the cancellation will go into effect for the upcoming month in order to allow you to use your credits for the current month that you have already paid for. For example: if you sign up on July 5, your plan renews and you are charged on the 5th of every month. If you decide to cancel on July 7, the cancellation will go into effect on August 5, but you will still be able to use your ClassPass membership through August 4.

How do I access ClassPass' on-demand library? Do I need to use credits to play any of the digital audio or video workouts?

You do not need to use credits to access the ClassPass audio and video library – they are included in your ClassPass membership.

- To find them via the ClassPass app:
 - Click on “Search” at the bottom of the screen
 - Scroll to the bottom section where you’ll see “On-Demand”
 - Click “Explore Workouts” button
 - Browse the categories to find the workout you want and press play
- To find them online:
 - Go to classpass.com
 - Click on “Videos” in the top right corner of the screen next to “Gifts”
 - Browse the categories to find the workout you want and press play

Who can I contact if I have questions on my Kaiser Permanente Health Plan?

For Kaiser Permanente Health Plan questions, you can contact the Kaiser Permanente customer service team directly. The Kaiser Permanente customer service team can be reached at the phone number listed on the back of your plan card..

Kaiser Permanente members can access answers to most of their questions, including the common question below, in our robust Help Center at help.classpass.com

- What is ClassPass?
- Can I use my ClassPass while traveling?
- Where can I use my ClassPass?
- How do I switch my plan?
- Can I see a list of studios and gyms available?

