Fresno Unified School District x ClassPass FAQs

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

Go to: https://classpass.com/corporate/fusd- 1d83
- Enter company code **FUSDxCP**
- Follow the steps as prompted to create an account by providing your name and email address.
- Select a plan that fits your lifestyle.

To begin using your ClassPass membership:
- On your phone, download the ClassPass app (android and iOS) and enter your credentials to log-
- Online, go to classpass.com and click "log-in" to enter your credentials
- Your membership will begin effective immediately after purchase and will renew monthly
- You can locate all membership information regarding cycle date, credit total, etc in your Account
- Settings upon login.

How do I switch my membership over to a corporate plan if I'm a CURRENT or PREVIOUS member of ClassPass?

Go to classpass.com/contact OR select "Update your existing account"
- Click "What can we help you with?" and select "My plan or account"
- If logged out of your account, enter the email address associated with your account or where we should contact you
- Click "What are you specifically reaching out about?" and select "I want to switch to a different membership plan next cycle"
- Click "Which plan are you currently on?" and select "My question is for a Corporate Wellness account"
- For "Your corporate email address:" type in your preferred email address
- For "Eligibility code," **FUSDxCP**
- Fill out your phone number, last four digits of your credit card (the credit card on file for your ClassPass membership), and your billing zip code
- For "Subject:" type in "**Activate onto a Fresno Unified School District plan**"
- For "Description:" type in your desired plan, as well as any other questions about your ClassPass account

Current Members: The change to the Fresno Unified School District ClassPass plan will take place on your upcoming cycle renewal - one of the ClassPass Customer Experience agents will respond to confirm all membership details. 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 Fresno Unified School District employee?

Through FUSD, you can choose between these exclusive ClassPass monthly membership offerings:
- 21 credit 30 day free trial
- 10 credits for $9/mo
- 21 credits for $26/mo
- 45 credits for $65/mo
- 85 credits for $126/mo

Can I change my membership 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, reach out to the Customer Service team at classpass.com/contact before your next cycle starts, and they will make sure you renew onto your desired plan on your next cycle start date.

I created a login/account, but didn't sign up for one of the plans. How do I finish the process to get the Fresno Unified School District discount?

You can finish your check out by going to https://classpass.com/corporate/fusd-1d83 and selecting the free 30 day trial that rolls onto a membership. Or, you can reach out to classpass.com/contact and they can guide you through the process.

What happens if I want to cancel or change my plan or have a question about my membership?

You can make change your plan or cancel by visiting your 'Profile' and and "Account' settings. You may also reach out to our ClassPass support team at classpass.com/contact

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

ClassPass ten of thousands of workout classes, or activities worldwide. Workout 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.

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

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Can I cancel an activity 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.

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, so you can 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 plan and credits through August 4.

How do I add more credits if I want to book more classes?

You can purchase more credits and they will be added immediately to your account — please allow a few minutes for processing and refresh the app or the page online if you do not see them appear.
To add credits via the ClassPass app:
- Click on "Add credits" at the bottom of the screen
- Select the number of credits you would like to purchase and click "Buy"
- Confirm your purchase by clicking the blue "Confirm purchase" button when presented
- The credit card on file for monthly routine billing will be charged as a separate expens
To add credits online:
- Go to classpass.com and log in
- Click on your profile icon, which is located in the top right corner — this will take you to your membership details
- Select "Membership" and select "Add credits"
- Select the number of credits you would like to purchase and click "Buy X-credit pack"
- Confirm your purchase by clicking the blue "Confirm purchase" button when presented

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 a 21 credit plan, up to 21 unused credits will roll over.