

classpass

# Employee FAQs

**AECOM**

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 60,000 different partners. Plus enjoy complimentary access to the ClassPass library of 4,000 hours of on-demand classes.

### **In-Person Classes**

Looking to sweat at your favourite Studio or gym? ClassPass has in-person classes available across the world. From boxing to yoga and everything in-between, we have your workout covered!

### **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 today!](#)**

### **Need more information?**

- [How to sign up](#)
- [ClassPass FAQs](#)
- [Your country specific Corporate Plans](#)

# Getting Started with **ClassPass**

## **NEW USERS:**

As an employee **new** to ClassPass:

- Click [here](#) to get started
- Enter your location | Submit
- You will be directed to the AECOM landing page
- Select "Get Started"
- Enter your **Employee Email** address
- Choose your password
- Enter your name
- Enter and verify your phone number (if prompted)
- Enter your billing information
- Choose the 2 week free trial, and start booking!
  
- *After the 2 week trial you will automatically be set to roll onto a full membership - you can update the plan you roll onto via your account section in the app!*
- To change or cancel your plan you can do so in the app at anytime

If you have an **existing or previous** ClassPass membership see step by step below.

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.

## **EXISTING USERS:**

As an employee with an **existing or previous** ClassPass membership:

- Click [here](#) to get started
- Select 'Have an existing account'
- You will be directed to chat with the ClassPass bot
- In the chat enter "*I would like to switch to a Corporate plan*"
- Provide all the information asked (use N/A if not applicable)
- You will then be connected with a live associate.
  - Please provide your company name, personal and employee email address, and the plan you would like to move onto

# Sign Up FAQ's:

If you are having any issues with your sign up, please see common questions and answers below:

## **How do I activate my corporate ClassPass account?**

You will need to sign up via your company landing page [See Page 3](#).

## **I already have an account with another email address - do I get access to the free trial?**

No. If you already have an account you will need to convert it to a corporate one. [See Page 3](#).

## **How does the subscription work?**

ClassPass operates on a monthly subscription basis - you can start or cancel your membership at any time.

## **What corporate plans are available to me?**

See [pages 5-9](#) for the country specific corporate plans available.

## **What happens after the trial?**

You will be rolled onto a full membership after the 2 week trial. You can choose the membership you roll onto via your account section in the app.

## **Can I use ClassPass in different countries?**

Yes, ClassPass is available in most major cities globally. You can use your membership in different countries, allowing you to work out while travelling.

## **Why do I need to enter credit card details?**

Due to the nature of ClassPass and the various in-app purchases we do require a card for all sign-ups, to allow for any optional future purchases or plan switches.

## **I am having issues with sign-up?**

Please reach out to our Customer Experience Team [here](#) as a first touch point. Please also see below some common issues and troubleshooting:

## **I am not seeing the correct plans / plans are not showing once I go through the sign up process:**

Please ensure you are in the correct country for your company plans, and ensure no VPN is enabled so you are directed to the correct plans.

## **I am getting an error message when entering my details:**

This might be because you have an existing account with us. Please see steps in page 1 on how to convert your personal account into your corporate account.

## **I have signed up but I can only see the regular consumer plans:**

You might have signed up to a normal consumer plan instead of going through your company landing page. You will need to reach out to our customer service team to switch the account over for you.

# AVAILABLE CORPORATE PLANS

Please find the AECOM corporate plans available for your country below:

All plans include 15% bonus credits and company discount

2 week free trial available for **new users only**.

## **United States**

*2 week free trial - 44 credits*

\$19 per month for 12 credits

\$44 per month for 26 credits

\$74 per month for 44 credits

\$154 per month for 92 credits

## **London Metro**

*2 week free trial - 41 credits*

£11 per month for 10 credits

£41 per month for 36 credits

£65 per month for 60 credits

£95 per month for 92 credits

## **Australia**

*2 week free trial - 37 credits*

\$11 per month for 8 credits

\$47 per month for 25 credits

\$66 per month for 37 credits

\$121 per month for 69 credits

## **Austria**

*2 week free trial - 40 credits*

€10 per month for 10 credits

€24 per month for 23 credits

€45 per month for 40 credits

€64 per month for 56 credits

## **Brazil**

*2 week free trial - 31 credits*

31 BRL per month for 7 credits

111 BRL per month for 18 credits

191 BRL per month for 31 credits

331 BRL per month for 52 credits

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# AVAILABLE CORPORATE PLANS

## Canada

*2 week free trial - 35 credits*

\$13 per month for 9 credits

\$48 per month for 25 credits

\$62 per month for 35 credits

\$102 per month for 58 credits

## Chile

*2 week free trial - 30 credits*

5,269 CLP per month for 6 credits

20,269 CLP per month for 17 credits

30,269 CLP per month for 30 credits

45,269 CLP per month for 46 credits

## Denmark

*2 week free trial - 46 credits*

52 DKK per month for 7 credits

266 DKK per month for 23 credits

466 DKK per month for 46 credits

666 DKK per month for 75 credits

## Finland

*2 week free trial - 40 credits*

€13 per month for 10 credits

€45 per month for 31 credits

€54 per month for 40 credits

€94 per month for 75 credits

## France

*2 week free trial - 54 credits*

€14 per month for 13 credits

€40 per month for 31 credits

€70 per month for 54 credits

€104 per month for 87 credits

## Germany

*2 week free trial - 48 credits*

€10 per month for 10 credits

€29 per month for 26 credits

€54 per month for 48 credits

€84 per month for 74 credits

Continued on next page

# AVAILABLE CORPORATE PLANS

## **Hong Kong**

*2 week free trial - 58 credits*

118 HKD per month for 12 credits

279 HKD per month for 25 credits

648 HKD per month for 58 credits

1,248 HKD per month for 115 credits

## **India**

*2 week free trial - 35 credits*

220 INR per month for 6 credits

1,570 INR per month for 18 credits

3,120 INR per month for 35 credits

5,270 INR per month for 58 credits

## **Indonesia**

*2 week free trial - 29 credits*

47,282 IDR per month for 6 credits

324,282 IDR per month for 20 credits

507,282 IDR per month for 29 credits

827,282 IDR per month for 46 credits

## **Ireland**

*2 week free trial - 35 credits*

€8 per month for 8 credits

€20 per month for 17 credits

€40 per month for 35 credits

€64 per month for 59 credits

## **Malaysia**

*2 week free trial - 31 credits*

17 MYR per month for 6 credits

77 MYR per month for 15 credits

167 MYR per month for 31 credits

247 MYR per month for 48 credits

## **Netherlands**

*2 week free trial - 54 credits*

€10 per month for 10 credits

€40 per month for 35 credits

€64 per month for 54 credits

€94 per month for 78 credits

Continued on next page

# AVAILABLE CORPORATE PLANS

## **New Zealand**

*2 week free trial - 35 credits*

16 NZD per month for 12 credits

46 NZD per month for 25 credits

66 NZD per month for 35 credits

120 NZD per month for 62 credits

## **Norway**

*2 week free trial - 40 credits*

68 NOK per month for 7 credits

208 NOK per month for 17 credits

518 NOK per month for 40 credits

798 NOK per month for 63 credits

## **Philippines**

*2 week free trial - 32 credits*

608 PHP per month for 9 credits

1,408 PHP per month for 18 credits

2,508 PHP per month for 32 credits

4,208 PHP per month for 54 credits

## **Portugal**

*2 week free trial - 40 credits*

€7 per month for 8 credits

€24 per month for 21 credits

€44 per month for 40 credits

€84 per month for 74 credits

## **Singapore**

*2 week free trial - 52 credits*

12 SGD per month for 9 credits

58 SGD per month for 32 credits

92 SGD per month for 52 credits

132 SGD per month for 75 credits

## **Spain**

*2 week free trial - 40 credits*

€10 per month for 10 credits

€30 per month for 24 credits

€50 per month for 40 credits

€84 per month for 70 credits

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# AVAILABLE CORPORATE PLANS

## **Sweden**

*2 week free trial - 35 credits*

101 SEK per month for 8 credits

221 SEK per month for 17 credits

461 SEK per month for 35 credits

691 SEK per month for 52 credits

## **Switzerland**

*2 week free trial - 52 credits*

10 CHF per month for 8 credits

50 CHF per month for 33 credits

74 CHF per month for 52 credits

94 CHF per month for 69 credits

## **Thailand**

*2 week free trial - 38 credits*

526 THB per month for 12 credits

1,186 THB per month for 25 credits

1,726 THB per month for 38 credits

3,226 THB per month for 78 credits

## **UAE**

*2 week free trial - 58 credits*

61 AED per month for 14 credits

180 AED per month for 35 credits

290 AED per month for 58 credits

460 AED per month for 92 credits