

corporate faqs

frequently asked questions for corporate wellness partners

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

Go to: <http://classpass.com/corporate/singapore/doerscircle>

- Select the membership you would like to have from the link above.
- 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 the Doerscircle corporate plan if I'm a **CURRENT member of ClassPass?**

Please head to <https://help.classpass.com/hc/en-us/requests/new> and select "Corporate Wellness Membership" and make sure to include the following details:

1. Your company email address
2. The current email address on your existing ClassPass account
3. Confirm the membership you'd like to have from the above options
4. And any other relevant details!
5. Please also confirm your billing information is up to date once you hit "Submit"
 - You can update your payment information on the website in your [Account Settings](#). Simply press the green UPDATE PAYMENT DETAILS button and you will be prompted to add a new credit card. Once you've added a card, hit "Save Changes."

Please note: the membership change to the Corporate plan will take place on your upcoming cycle renewal and one of our CX agents will respond to confirm all membership and renewal details.

What happens if I am no longer a Doerscircle member and I want to cancel / change my plan or have a question about my membership?

Please head to <https://help.classpass.com/hc/en-us/requests/new> and select "Corporate Wellness Membership". A ClassPass Customer Experience agent will be happy to help you once you fill in the relevant information!

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How do I RE-enroll if I was a PREVIOUS member of ClassPass?

Please head to <https://help.classpass.com/hc/en-us/requests/new> and select “Corporate Wellness Membership” and make sure to include the following details:

1. Your company email address
2. The current email address on your existing ClassPass account
3. Confirm the membership you’d like to have:

<http://classpass.com/corporate/singapore/doerscircle>

4. Confirm your billing information is up to date
 - You can update your payment information on the website in your [Account Settings](#). Simply press the green UPDATE PAYMENT DETAILS button and you will be prompted to add a new credit card. Once you've added a card, hit "Save Changes."

Please note: your reactivation fee **will be** waived and one of our CX agents will respond to confirm all membership and reactivation details.

How do I upgrade or downgrade my plan after I sign up?

Please head to <https://help.classpass.com/hc/en-us/requests/new> and select “Corporate Wellness Membership” and make sure to include the following details:

1. Confirm the membership you’d like to have
2. Any other relevant details!
3. Confirm your billing information is up to date
 - You can update your payment information on the website in your [Account Settings](#). Simply press the green UPDATE PAYMENT DETAILS button and you will be prompted to add a new credit card. Once you've added a card, hit "Save Changes."

Please note: Your new plan will take affect at the start of your next cycle.

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

No problem! We rollover up to 10 unused credits to your next cycle.

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frequently asked questions on ClassPass

Members can access answers to most of their questions in our robust Help Center [HERE](#).

- [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?](#)
- [Can I buy more credits?](#)