



## CLASS PASSES: FREQUENTLY ASKED QUESTIONS

- **What is a class pass?**

A Mamafit® class pass provides you with access to multiple Mamafit® classes at a discounted rate.

- **What is the difference between a class pass and a ticket?**

A ticket provides you with access to a single class. A class pass provides you with access to multiple classes. For example, a Mamafit® pass: 10 class pass provides you with 10 class tickets to be used over 90 days.

- **What class passes are available?**

*There are 7 different Mamafit® class passes available:*

**Mamafit® pass: 5 classes for £35.00**

Attend any 5 'in person' or online classes within 90 days

**Mamafit® pass: 10 classes for £60.00**

Attend any 10 'in person' or online classes within 90 days

**Mamafit® pass: 20 classes for £100.00**

Attend any 20 'in person' or online classes within 90 days

**Mamafit® ALL INCLUSIVE: 90 days for £130.00**

Unlimited access to all 'in person' and online classes for 90 days

## **Mamafit® ALL INCLUSIVE: 45 days for £75.00**

Unlimited access to all 'in person' and online classes for 45 days

## **Mamafit® ONLINE: 5 online classes for £20.00**

Attend any 5 Zoom online classes within 90 days

## **Mamafit® ONLINE: 10 online classes for £30.00**

Attend any 10 Zoom online classes within 90 days

- **How long are passes valid?**

Class passes are valid for 90 days, just over 12 weeks. You have 90 days from the date of your first booked class to use all of your classes, except for the Mamafit® ALL INCLUSIVE 45 day pass which is valid for 45 days, just over 6 weeks.

- **What is the difference between a Mamafit® pass and an ALL INCLUSIVE pass?**

A Mamafit® pass is limited to a number of classes, 5, 10 or 20, to be used within 90 days from your first booked class. An ALL INCLUSIVE pass is unlimited and allows you to attend as many classes as you like during your 45/90 day validity period.

- **How do I book a class pass?**

You can find out how to book class passes [HERE](#)

To book a Mamafit® class pass please click [HERE](#)

- **Do I need to book a pass AND a ticket?**

Yes, if you intend to buy and use a class pass to attend you need to select the pass first and then select a ticket to the class you would like to attend. You need to book at least 1 class ticket to activate and validate your pass. The date of this class will signal the start of your 45/90 day validity period.

Once both your pass and ticket are in your basket, head to checkout and you will see the price of the ticket has been deducted and you will only pay for the class pass you have selected.

- **Do I have to book all classes when purchasing a class pass?**

No, you only need to book 1 class (ticket) to activate your pass. You can book more, but you only need to book 1 to activate your pass.

- **How will I know how many classes I have left or when my pass will expire?**

If you log in on the [booking site](#) (green button top right), using the email address you used to make your purchase, you will be able to see how many classes you have remaining and the expiry date of your pass.

- **How do I book future classes?**

Once logged in please visit the schedule where you will be able to see all upcoming classes and book a ticket for a class, the class you book will be deducted from your remaining class total.

- **Do I have to book every class?**

Yes, to help us remain COVID secure and comply with track & trace everyone is required to book in advance, even if you have an ALL INCLUSIVE pass. Places are limited so please book in advance.

- **Do I have to attend the same class?**

No, one of the benefits of a class pass is that you can attend any class of your choosing! Mamafit® passes and ALL INCLUSIVE passes are valid for both 'in person' and online classes.

- **Do I have to attend every week?**

No, you don't need to attend every week but your pass will only be valid for 45/90 days from the first class ticket you book.

- **Can I attend more than 1 class a week?**

Yes, you can attend as many classes as you like each week until you have used all your classes, or you reach the end of your validity period.

- **Can I cancel classes?**

Yes, you can cancel classes booked with a class pass up to 1 hour before the class start time. Single ticket bookings are non-refundable, but if you book using a class pass you have cancellation protection, classes cancelled up to 1 hour before the class start time will be returned to your class pass. Classes cancelled under 1 hour before the class start time will be lost.

## **QUESTIONS?**

If you have any further questions, please [get in contact](#)