

# It's never too late to reinvent your routine



## Wellhub Frequently Asked Questions

### How do I sign up for Wellhub?

Download the Wellhub app and complete your registration. Enter your corporate email address and create a password. Explore the different plans and facilities within our network.

### How do I choose my plan?

Review the fitness facilities included and add the desired plan you'd like to try to your basket. Proceed to checkout and select credit card. Once you choose your payment option and start your plan you can begin to use Wellhub.

### I'd like to have a look at which gyms I can access before choosing a plan. If I sign up for an account and decide Wellhub is not for me, will I still be charged?

No, you will only be charged if you select a plan and proceed to checkout to complete your transaction. Creating an account is free, and you can view all the facilities from the Wellhub app before purchasing a plan with Wellhub.

### What does Wellhub offer for their users?

#### The Wellhub Network

Wellhub offers the world's largest network of gyms, studios, and facilities that our users have access to with their one membership.

#### Wellhub Partner Apps

In the same way that Wellhub offers users access to a network of gyms and studios, Wellhub offers our users access to a network of apps on-demand on their smartphones. These apps give our users access to everything from nutrition plans and workouts to meditation.

#### Live Streamed Classes + Private Sessions

Gyms and studios in the Wellhub network are also offering live classes directly through the Wellhub app for users who aren't ready or unable to make it to the physical studio location. Additionally, check out virtual private sessions with certified wellness coaches through the Wellhub app. Sessions offered include Body Building, HIIT, Boot Camps, Yoga, Pilates and much more!

### How quickly will my referred facility be included in the Wellhub network?

Your request is sent to the Wellhub team and you will receive an email notification if the facility has joined the Wellhub network. Network additions vary from gym to gym. There are no guarantees that a gym will be added to the network, but we will do our best!

### How do I book a class at a facility I want to go to?

Simply visit the fitness facility's page on the Wellhub app, and follow the instructions provided for each facility. Many classes can be booked right through the app, but for some locations, you may need to call or email the gym or studio.

### How do I book a class for a private session or virtual class?

Every private session or virtual class can be booked right on the app. Once you open the Wellhub app, click on the "Explore" tab. There you will see the options of private sessions or live classes offered.

### What happens if my employment ends?

Once we receive notice that your employment has ended, you will receive an email from Wellhub explaining any changes to your membership. You will keep your discount until the end of the current billing cycle. Once you have reached the next monthly billing date, you will have the option to purchase Wellhub plans without the company discount. Wellhub will reach out to you and provide options during this time.

### Can I change my plan?

Yes! You can make changes to your plan at any time by logging into 'My Account' and selecting 'Change or cancel your plan'. If you upgrade your plan, the upgrade will happen immediately and you will be charged a prorated amount for the upgrade. If you downgrade your plan, the active plan at the time will continue through the end of the monthly billing cycle.

### What is the membership cancellation policy? Is there a charge?

You can cancel your plan or participation at any time, at no charge. Log in to 'My Account' and go to 'Change or cancel your plan'. You will be able to access fitness facilities as normal until the end date of your current billing cycle. Monthly billing will end once you have confirmed the cancellation. Plans renew monthly (and vary by individual), with no minimum term or contract length.

### Are there any restrictions to the Wellhub benefit?

Depending on your plan selection there may be a limited amount of premium classes that you can attend. Other than that, you get one check-in per day at a gym/studio or in a live class or private session. However, you have unlimited usage of the Wellhub apps.

### Depending on how often you would like to attend premium classes, you can choose the plan that works best for you! Premium classes are included in the following plans:

- Gold Plan: 2 premium classes/month
- Platinum Plan: 2 premium classes/week
- Diamond Plan: 4 premium classes/week

### What gyms/studios are classified as "premium classes"

- Barry's Bootcamp
- Soul Cycle
- SLT
- Elements
- Barre3
- Solidcore
- Club Pilates

### Can I share Wellhub with my dependents?

Yes! Once you are logged into the app, you will see a section to refer dependents where they will be sent an email to enter their details. Each member can choose their own plan and complete their purchase. They do not have to choose the same plan as the employee. The employee will need to pay for their dependents, however, there is an option to enter in a separate credit card for this purchase. Dependents will receive the standard Wellhub plan rates.

\*A dependent is defined as your spouse, domestic partner or dependent child.

### My favorite gym/studio is not part of the Wellhub network, can I add them?

We take (and love) referrals! Our Gym Partnerships team is constantly working to expand our network. You can submit a referral through your Wellhub account. Click on 'My Account' and scroll down until you see 'Refer a gym'. Give us any information you have and we'll update you if it is added to the Wellhub network.

### How do I find which applications Wellhub has to offer?

Once you create your free Wellhub account you will be able to view everything that Wellhub has to offer. Simply log in to the Wellhub app, on the home screen you will see an "Explore" section where you can filter by apps. Once you click on that you will be able to see all of the different applications that you can utilize once you are an enrolled user.

### How do I use the Wellhub partner apps?

Click the "Explore" tab, then "Apps" to see which apps are included in your plan. From there you will click on the app you're interested in to read more about it and will click "Activate" when you're ready to start using it! You will then be directed to the partner apps specific page for instructions on how to access the app.



Get started today!  
Download the Wellhub app or visit [wellhub.com/en-us/](https://wellhub.com/en-us/)

Questions? Chat with us!