

# WELLHUB FAQ

(FORMERLY GYMPASS)

## REGISTRATION

### How do I sign-up?

To register with Wellhub and start earning, follow these steps:

1. Log into your Castlight account.
2. Select Wellhub from the Benefits tab.
3. Select “*Link Account*” under the “Link your Account” box.
4. Select “Check eligibility” under the “For employees” section on the Wellhub website.
5. Enter the company name: Activision Blizzard
6. Enter your employee ID. This can be found in Workday by clicking on your profile photo in the top right corner.
7. Enter your work email, full name, and password.
8. Enter the security code sent to your work email
9. Proceed with account creation and sign up for the plan of your choice\*.

\*Review the gyms and apps included in each plan before signing up by selecting “*See gyms available*” under the plan in which you are interested..

### How much does it cost?

	Prices shown per month	
PLANS	ACCESS GYMS WORTH UP TO	YOU PAY
<b>Starter</b>	\$40	\$11.99
<b>Starter+</b>	\$50	\$24.99
<b>Basic</b>	\$70	\$37.99
<b>Bronze</b>	\$100	\$59.99
<b>Silver</b>	\$150	\$99.99
<b>Gold</b>	\$250	\$194.99
<b>Platinum</b>	\$350	\$264.99
<b>Diamond</b>	\$450	\$314.99

### Can I review the gyms and wellness apps I can access before signing up?

Yes! It is free to create your account and view all the facilities and wellness apps before enrolling/signing-up with Wellhub.

### Who is eligible to use Wellhub?

All employees are eligible to sign-up for Wellhub with the ABK employee discount. Employee sign up is through Castlight. Employees can also invite up to 3 eligible dependents at the ABK rates. Benefits eligible spouses and domestic partners are also eligible to receive points for gym check-ins.

### Can I add family members to my plan?

An employee with an active Wellhub plan can also refer up to 3 family members by logging into their account and going to "*Profile*," then "*My Plan*," and scrolling down to click "*Add new dependent*." Eligible family members are defined as ABK eligible dependents, which include a Spouse/Domestic Partner, children up to age 26, and dependent children of any age who are mentally or physically disabled. Your dependent does not need to be on the same plan as you and you can opt to pay for the plan or have the family member pay for their own plan!

## HOW IT WORKS

### How do I book a class?

Simply visit the specific gym page via the Wellhub app or look at the list under the live classes tab and follow the specific instructions for each gym/ studio. For in person classes at most locations, you will be able to book a class directly through the app. Some gyms will instruct you to call or email in advance. You can also walk into a gym and sign up right there - if the class has space!

Note: Even if you sign-up in advance for a class, you must still Check-in through the Wellhub app when you arrive for your visit to be validated in Wellhub/Castlight. For live classes, click the link you receive via email to join the class and get credit for checking in.

### How many times can I visit a Wellhub facility?

Wellhub offers you unlimited access on a daily basis to facilities (excluding high-end studios) in their network.

## Wellhub Frequency Caps

Wellhub implements Frequency Caps to high-end studios in the Gold – Diamond plan levels. High-end studios include: Barry's, Barre3, Elements Bar Fit, Soul Cycle, SLT and [solidcore].

The caps per plan are:

- Gold – 2x per month – Soul Cycle only
- Platinum – 2x per week
- Diamond – 4x per week

## Can I go to a gym in the morning and then do a class in the evening?

Currently, Wellhub is restricted to one use (in-person or live class) per day.

## I want to book my classes in advance. How can I see what I have booked?

When you book a class through the Wellhub app you will receive an email confirmation from Wellhub for that class. You will also be able to see your upcoming classes directly through your app on the Wellhub home page.

## How do I check-in when I visit a gym or studio?

For in-person visits, to validate your visit select “*Check-in*” from the bottom bar navigation. A list of gyms will appear based on your location (make sure you have location services enabled), select your desired venue, and let the staff know you are a Wellhub user. The staff will then validate your check-in and you will then see the total check-ins on your homepage increase. If this is your first visit to that gym or studio, they may ask you to present your ID.

For live classes, you will receive an email with a link to join the class. Click that link or join the class from inside the Wellhub app to receive credit for checking in.

*\*Please note, you can only visit one venue per day.*

## What happens if I do not show up for a class or cancel a class? Is there a charge?

Wellhub reserves the right to charge a no-show or late cancellation fee when applicable. If you do happen to no show or late cancel, your daily check-in for that day will be used. A late cancellation is determined by the individual gym's policies and is anywhere from 8-24 hours before the class. Make sure to cancel at least 24 hours in advance if you will not be able to make the class on time.

# WELLHUB NETWORK

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

We take (and love) referrals! Our Gym Partnerships team is constantly working to expand our already growing network. Send your suggestions via your Wellhub account. Open the app, click on “*Profile*”, and scroll down until you see “*Refer a gym.*” Give us any information you have, and we will update you when it joins the network.

## How quickly will my requested gym be signed up?

Your request is sent to the Wellhub team and you will receive an email notification when the gym has joined the Wellhub network. The time this takes varies from gym to gym, and there are no guarantees... but we will do our best.

## I am already a member of one of the Gyms, can I transfer my membership over to Wellhub?

We are unable to merge memberships as we have no control over individual gym contracts. Depending on your contract, if you are tied in for 12 months you would need to see out your membership or incur a cancellation fee before accessing that venue through Wellhub. If you are in a rolling “month to month” contract, then you can give your notice and sign up with Wellhub when ready. Wellhub does not buy out contracts or pay any cancellation fees for an individual membership.

## How do I search for a specific gym?

You can search for gyms by selecting “*Search*” from the bottom ribbon. You can search the gym by name in the search bar or you can use the map feature to locate facilities in a specific area or the list feature to scroll through facilities nearby.

## How do I determine which package is best for me?

The Wellhub network and associated pricing for ABK is not available to the public. To explore this great benefit, you must create a free Wellhub account via the Castlight app and search for Gyms/Studios from there. You can filter according to your personal preferences to understand what will work best for you. There are eight plans available to choose from and you can review the list of providers available in each plan before signing up by creating a Wellhub account.

# ACCOUNT MANAGEMENT

## Can I change my plan?

Yes! You can upgrade or downgrade your plan at any time by logging into the app and selecting “*Profile*”, “*My plan*”, “*Manage my plan*”, and then selecting the plan you would like to switch to. If you need assistance or have questions, contact Wellhub by chat on their app or help center on their website who will be able to help. The active plan at the time of upgrade/downgrade will continue through the end of the billing period and the newly selected plan will begin the following billing month.

## What is the Wellhub account cancellation policy? Is there a charge?

You can cancel your plan at any time, free of charge. Open the app, select “*Profile*”, and go to “*My plan*”, then “*Manage my plan*”, and “*Cancel plan*”, to cancel your plan. You will be able to access gyms as normal until the end date of your current monthly plan. Monthly billing will cease once you have confirmed cancellation. Plans are renewed monthly and there is no minimum term or contract length.

## Can I delay the start date/activate my account at a later date?

Plans are activated instantly upon payment, so it is not possible to delay the start date. We recommend purchasing on the day you want to begin membership.

## How do I pay?

Payment is taken automatically from your debit or credit card on the same day each month. You can update payment details in your account. We also issue a \$1 test deposit to verify your bank account and make sure we have the correct bank account. The \$1 will automatically be refunded to your account once confirmed.

## Can I change my payment date?

It is not possible to change the date that your plan is renewed. If you need to change, the best thing to do is cancel your current plan then repurchase on the date you want regular payment to be taken.

## I am going away for a while; can I freeze my membership?

It is not currently possible to freeze memberships for a period. You can always cancel and then restart whenever you are ready. There are no penalties or fees associated with canceling or restarting.

### **What happens if I leave ABK?**

Once we receive confirmation that you have left the company, you will receive an email explaining how your terms will change. Your plan at the time of your departure will continue until your next monthly renewal date. At that time, your membership plan is subject to new rates, which will be outlined in an email to you.

## **MANAGING POINTS**

### **How many points can I earn for using Wellhub?**

When you properly connect your Castlight account to your Wellhub account, you will earn 10 points. You will earn an additional 10 points if you watch the video Learn about Wellhub. You can check-in to a Wellhub facility up to one time each day and earn 50 points per visit. An additional 10 points will be rewarded if you complete a 3-day streak.

### **I see my check-in in the Wellhub app, but I do not see my points. How do I get them?**

Points for check-ins take between 24-72 hours to sync depending on daily volume. If you still do not see your points in Castlight 72 hours after your check-in appeared on Wellhub, please email [support@castlighthealth.com](mailto:support@castlighthealth.com) to open a ticket. Remember, you MUST check-in on the Wellhub app for each visit to count. If you forget to check-in for a visit, please contact Wellhub through the [Help Center](#).

### **Need assistance with logging in?**

If you are having trouble logging into your account, use [this link](#) to send a request for assistance.

### **Still haven't found what you are looking for?**

Explore more FAQs [here](#). There is also a chat icon on the bottom right of [Help Center](#) that enables you to chat with a live agent who can assist with any questions.