



24GO PLUS™ DIGITAL SUBSCRIPTION

Frequently Asked Questions

Q: What is 24GO Plus™?

A: 24GO Plus™ is a digital subscription that gives users unlimited access to a curated collection of premium workouts via the 24GO® app.

Q: What's included in 24GO Plus™?

A: Your subscription gives you unlimited access to the following premium content:

- **Virtual Group Training:** Meet virtually with our coaches and community for 50+ live sessions every week. Come together for popular workouts like Zumba®, POP Pilates®, Flow24™, Core24™, Active Aging and more.
- **24GO® Smart Workouts:** Build workouts to fit your needs in the moment. Select the duration, intensity, coaching style, even the equipment you have on hand.
- **24GO® Audio Coaching:** Take your cardio off auto-pilot with 150+ audio workouts for outdoor run/walk, treadmill, stationary bike, rower, and elliptical.
- **Kettlebell Kings:** Build strength, improve athleticism and burn fat with plans, workouts and move tutorials from Kettlebell Kings.

Q: How do I sign up for 24GO Plus™?

A: 24GO Plus™ is included with any 24 Hour Fitness club membership. If you're a member, you will automatically have access if you added your member check-in number when you first set up 24GO®. If you didn't, simply open your 24GO® dashboard, tap the Settings icon and tap 'Sync to 24 Account' to sync now.

If you are not a 24 Hour Fitness member, you can access our premium content by following the steps below:

- Download the 24GO® app from the App Store or Google Play and register as a guest using your email and password.
- Tap on any of the premium content and you will be prompted to sign up for a free 14-day trial.
- At the end of your 14-day trial, your subscription will automatically renew each month for \$14.99.

Q: How can I cancel my 24GO Plus™ subscription?

A: Go to settings on your phone and tap on your profile. Tap Subscriptions and then tap the subscription you want to manage. Tap Cancel Subscription. If you don't see Cancel, the subscription is already canceled and won't renew.

Q: Is there a trial period for 24GO Plus™?

A: Yes. New users can sign up for a free 14-day trial to experience the premium content. You can cancel any time before the trial ends and will not be charged. At the end of your 14-day trial, your subscription will automatically renew each month for \$14.99.

Q: Do I need any special equipment?

A: It depends on the workout you choose. While most do not require special equipment, we may recommend things like a yoga mat, kettlebell or resistance bands. Members can save on home equipment from Kettlebell Kings [here](#).