

LES MILLS STRENGTH EXPERIENCE - FAQs

1. TICKETS & BOOKING

1.1 How do I get a ticket and book sessions?

- Ticket sales open at 5pm (UK time) on Wednesday 18 March.
- Visit this page and choose one of the four available pass options to secure your ticket and begin booking your classes.

1.2 Can I book more than one ticket?

- You may only purchase one Pro Pass or Elite pass per transaction. If you are purchasing the Pro pass, this must be booked using your Les Mills Instructor email address.
- For the Strength pass, you can purchase up to two tickets per transaction.
- Before the event, please make sure to transfer any additional tickets to the person or people you're attending with. Each attendee will need their ticket in their own iTICKET account to access the event.
- For guidance on how to do this, please refer to section 4.1.

1.3 How many sessions can I book?

- Pro & Elite Passes: Include BODYPUMP HEAVY masterclass + up to 3 additional classes.
- Strength Pass: Includes up to 3 classes.
- Drop-In Pass: Includes access to 1 class.
- If you'd like to join more sessions than your pass includes, simply purchase an additional DropIn session and select the class you want.

1.4 How can I add additional sessions?

- You can purchase extra classes by booking a DropIn session and selecting the class you want to attend.

1.5 I selected the wrong classes. Can I change them?

- You cannot change an existing class selection yourself, but you can add extra classes via a DropIn pass.
- If you need to amend a previously booked class, please email lmuk.instructor@lesmills.com with your order number and requested changes.
- Changes are subject to available capacity in the relevant workout at the time of your request.

1.6 Can I be waitlisted for a class?

- There is no online waitlist for this event, but we will operate an inperson waitlist on the day.
- If a space becomes available due to a no-show, you may be able to join the session.

2. LES MILLS INSTRUCTORS

2.1 I am a Les Mills Instructor — do I need to pay for a ticket?

- Yes. Your quarterly release payments cover a range of ongoing benefits, including:
- Access to Les Mills Releases App
- Quarterly workshop releases, music and choreography notes
- Education that supports the Quarterly workshop release
- Bespoke and generic education taking place throughout 2026 alongside Quarterly workshop education
- As this event falls outside those entitlements, tickets are charged and not reimbursed — however, instructors can purchase the Pro Pass with their email address linked to their instructor account at the reduced price of £25, which includes exclusive access to The Coaching Corner that will provide insightful education and Instructor connection time throughout the day.

2.2 I am a Les Mills Instructor — will this event be refunded off my next release?

- No. This event will not be refunded against your instructor releases. Please see section 2.1 for more detail.

2.3 I'm a Les Mills Instructor — will I receive an ongoing development point for attending?

- No, development points are not awarded for this event.
- This day is designed as an epic community experience and a chance to connect through the latest music and moves.

3. PASS FEATURES & UPGRADES

3.1 Can I buy a Pass and then add additional masterclasses?

- Yes. You can purchase additional sessions at any time by booking a DropIn pass and selecting the masterclass you'd like to join.

3.2 Can I buy access to The Coaching Corner if I have a Strength Pass or DropIn Pass?

- No. The Coaching Corner is exclusively included with the Pro and Elite passes.

4. REFUNDS & TRANSFERS

4.1 I can no longer make the event — can I get a refund?

- Refunds are available up to one week before the event (excluding the non-refundable iTICKET ticketing fees and Les Mills UK Transaction processing fees).
- To request a refund, please email lmuk.instructor@lesmills.com with your order number and pass or classes you want cancelled and refunded. Your ticket will be cancelled within 24 business hours, and refunds are processed directly via iTICKET and can take up to 14 days to process through the banks; Les Mills UK is not responsible for the refund payment itself.
- Within one week of the event, refunds are not available. If you have exceptional circumstances, please email lmuk.instructor@lesmills.com and we may be able to help.

4.2 How can I transfer someone their ticket?

How to Transfer Your Tickets*

***You can share either a full pass and it's included classes, or a drop in class, but not individual classes included within a pass**

1. Log In: Go to [iTICKET](#) and click the person icon (top right) to sign in.
2. Find Your ePass: Click on the ePass Details tab.
3. Start the Share: Locate the MY ePASS heading and click the SHARE TICKETS button.
4. Select & Send: * Toggle the tickets you want to transfer.
 - Click the green SHARE button.
 - Enter your friend's Name and Email.
 - Note: If sharing with multiple people, repeat this for each person.

What Happens Next?

- The Invite: Your friend will get an email asking them to accept the class transfer.
- Confirmation: You'll be notified once they accept.
- The Transfer: Accepted tickets move to their ePass automatically. If they decline, the tickets stay in your account.

Important Note: This process only handles the digital transfer of the ticket. iTICKET does not manage any payments or money between you and the recipient for private sales.

5. EVENT DETAILS

5.1 What should I bring?

- A water bottle, gym towel and snacks to keep you fueled throughout the day.
- Food and refreshments will also be available to purchase on site.

5.2 What's in the goody bag?

- A curated selection of Les Mills merchandise plus items from our brand partners.

5.4 Can I buy a goody bag?

- The goody bag is exclusive for the Pro and Elite passes, but there will be plenty of merchandise for you to purchase at the event.

5.5 How old do I need to be to attend?

- This event is open to attendees aged 18 and over.

5.6 Can my family / friends without a ticket come and watch?

- Only people with a ticket to the event will be granted access to the Athletes Village and studios. Please do not bring any guests without a ticket.

5.7 Why aren't all Les Mills programmes featured?

- This event is a category specific event celebrating our Strength programmes, plus a recovery-focused BODYBALANCE session.
- Keep an eye out for future events that showcase other Les Mills programmes.

5.8 Why is capacity limited for sessions?

- Session sizes are determined by the venue's layout and capacity, as well as safety considerations.

5.9 Are there toilets and showers at the venue?

- There are plenty of toilets at the venue but unfortunately no showers for general use.

5.10 How do I get to the venue?

- Please see [here](#) for answers on transport and parking.

5.11 Is the venue accessible?

- Please see [here](#) for more information on [accessibility](#). If you have any questions on specific Les Mills programme accessibility, reach out to lmuk.instructor@lesmills.com