

# SPINTENSITY NEW CANCELLATION POLICY

## Effective Immediately

The following policy is effective immediately:

All cancellations will need to be made at least 2 hours prior to your scheduled class time to avoid the following LATE CANCEL PENALTY.

- Unlimited Packages - \$10 Late Cancel/No Show Fee
- Other Packages – One class will be deducted from your package.

We do understand that sometimes things are out of your control when it comes to cancelling in a timely fashion.

We will offer a one-time courtesy for your first Late Cancel/No Show before this new policy will impact your account.

As we continue to grow it is imperative to ensure there are enough open seats for all members who would like to attend a scheduled class.

If you have any questions, please see Melissa or Jill.

Thank you!  
Spintensity