



Booking & 24-Hour Cancellation Policy/No-Show for Classes

Booking:

If a client purchases a single session or package for booked classes (i.e. Aerial Yoga, Indoor Cycling, etc.) their spot is scheduled and paid for in advance. The client can not “reserve” a spot and pay at a later date or day of the class. Classes requiring pre-booking are subject to availability and are on a first come, first serve basis. It is highly recommended to create an account on our self-service site to purchase and book sessions through there. A class can be paid for and booked at our front desk but it will be much more convenient for the client to do so online or through our mobile app. If you are waitlisted, the order in which you were put on the waiting list determines who gets into the class if a scheduled client decides to cancel. An e-mail will be sent to you stating that you are off the waiting list and now scheduled. You must purchase the session, if you have not done so already, within 2 hours of moving from the waiting list to being scheduled or you will be skipped. The next client on the waiting list will be notified.

Cancelling/No-Show:

Any class held at NXGen Fitness Center that requires the client to book their spot in advance must adhere to our 24-hour cancellation policy. Meaning, the client has up to 24 hours before the class starts to cancel online, by phone or in person without losing the session that was paid for. If cancellation is desired within 24 hours of the class starting, client must call or stop at the desk in person to cancel. The paid session will then be forfeited without credit or refund which is also true for a No-Show. Client is also subject to a \$10 late cancellation or No-Show fee which will be automatically charged to the account using the payment information provided.