



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

Booking:

If a client or member purchases a single session or package for booked classes (i.e. Aerial Yoga, Indoor Cycling, Les Mills, Athlete Sessions, etc.) their spot is scheduled and paid for in advance. The client or member cannot “reserve” a spot and pay at a later date or on the day of the class. Classes requiring pre-booking are subject to availability. Classes can only be booked 2 weeks out online and through the mobile app or with our front desk staff. It is highly recommended to create an account on our self-service site to purchase and book sessions through there or on the 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. If a spot becomes available, you will be moved from the waiting list to scheduled. We will call you to let you know that you are now scheduled for the class. If you do not answer, you will have 1 hour to respond back or the next person on the waiting list will take the spot. Please note that these rules also apply to memberships in which Group Exercise classes are included.

Cancelling/No-Show:

Any class held at NXGen Fitness Center that requires the client or member to book their spot in advance must adhere to our 24-hour cancellation policy. Meaning, the client or member 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 done within 24 hours of the class starting, client or member 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 or member 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.