



Booking & Cancellation/No-Show Policy for Classes

Booking:

- Classes can be booked 2 weeks in advance. Pre-booking is required for classes.
- Book classes through our app, our self-service site, or with our Front Desk Staff over the phone or in-person.
- The app will close live booking 15 minutes before class begins.
- A spot is not guaranteed without pre-booking; however, you can book upon arrival at the front desk, assuming there is a spot available.

Waitlists:

- If a class is full, you have the option to join the waitlist.
- Waitlists work! If spots become available, you will be added to the class automatically. You will receive an email letting you know you are now booked for class. Check with our Front Desk Staff to see if you have a valid e-mail address on file and are set up to receive booking notifications.
- You can be added from the waitlist up to one hour before class time. If you are added to the class, and do not show, you will be charged a \$10 no-show fee with your card saved on file.

Late Cancel/No-Show:

- You will receive booking reminders 24 hours and 5 hours before your scheduled class. These reminders can be in the form of e-mail and/or text messages. Set up your notification preferences with our Front Desk Staff.
- If you cancel within 2 hours of class time, and the class is on a waitlist, you will be charged a late cancel fee of \$10. This is on waitlisted classes only.
- If you do not show for a waitlisted class, you will be marked as a no-show, and be charged \$10.
- Late cancel & no-show fees will be charged with your card saved on file.

Stand by for waitlisted classes:

- If a class is waitlisted and you are at the gym at the time class starts, you can check in at the front desk within 5 minutes to see if there are any no-show spots available. These spots will be given on a first come first serve basis.