



## **GROUP EXERCISE CLASS CANCELLATION POLICIES**

### Are class reservations recommended?

Some of our classes like Spin and TRX have limited equipment. Reservations can be made at the gym or online (up to 15 minutes before the class starts). If a class is fully reserved, you can request to be placed on the wait list. As we grow we will add more classes to the schedule so you will always have an option for taking your favorite class.

### **Cancellation Rules for *Unlimited Classes*:**

You may cancel a class 12 hours or more before the scheduled class. If you are able to reach someone at the gym by telephone and cancel your class, your cancellation window is 5 hours. Leaving a message, sending a text or email is NOT considered reaching someone.

If you do not cancel within your window and have signed up for future classes, your reservation for the next class will be removed and your name will be moved to the bottom of the wait list. We aren't trying to punish you; we are just trying to make it fair for everyone that wants to attend a class. Call us and cancel in your window and you will keep your future reservations.

### **Cancellation Rules for *Class Packages (4, 6, or 8 classes per month)***

You may cancel a class 12 hours or more before the scheduled class. If you are able to reach someone at the gym by telephone and cancel your class, your cancellation window is 5 hours. Leaving a message, sending a text or email is NOT considered reaching someone.

If you do not cancel before the specified times and you do not attend the class, that class will be charged to your account as if you had consumed the class.

### **Wait lists**

You may add your name to a wait list and if someone cancels, you will be moved up in line on the list. With the new PUREENERGY Online website, you will receive an email, a text message or a phone call notifying you that you are now in the class. ***Please ensure your contact information is up to date on your PUREENERGY Online profile.***

If you are no longer able to take the class, please remove yourself from the wait list.