

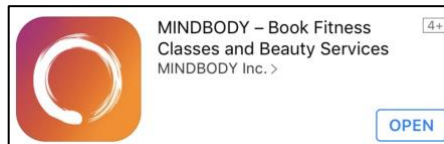


## Class: Reservations, Waitlists and Cancellations

Effective December 1, 2020	Class Reservations	Group fitness class reservations can be made on the MINDBODY scheduler/app from up to <u>45 days</u> of the current date.
Effective November 15, 2020	Class Cancellations	<p>Group fitness classes can be cancelled up to <u>12 hours</u> prior to the start of class with no charge.</p> <ul style="list-style-type: none"> <li>• Cancellations which are <u>not</u> made within this window will be charged a \$25 late cancellation fee.</li> <li>• No-show/non-cancellations will be charged a \$35 late cancellation fee for each missed class.</li> </ul>

### RESERVATIONS

All our classes and small group sessions require a reservations.



### WAITLISTS

All our classes and small group sessions offer a waitlist. We strongly encourage everyone to use this waitlist as cancellations do occur.

The waitlist is limited to five (5) people. Once the waitlist is full, the app and online schedule will no longer offer the option to register for class.

All you need to know about the MINDBODY class/session waitlists is as follows:

1. You have now entered your name into the waitlist, now what?

- a. When a spot opens in the class/session, you are immediately notified via email that your reservation has been confirmed and are now in the class/session! Yay!
    - i. We now offer text messaging (see below) for waitlisted confirmations.
    - ii. You have two options of notification: email, text messaging or both.
  - b. If you cannot take the class/session, please cancel your reservation, so someone else can be moved into the class/session.
2. Whenever a spot opens, the MINDBODY schedule automatically adds you to the class/session.
- a. For example, if a 5:00pm class has an opening at 4:45pm and a spot opens, you will receive the “you are in” email. Don’t sweat it; If you cannot make it to the class or session in time, simply cancel that reservation.
  - b. **Good practice tip:** if you have not received notice of your waitlist confirmation in a timely fashion, simply cancel your waitlisted reservation.
  - c. If you were not able to cancel in time, because of this late notice, you will not incur cancellation fees. We do ask, however, that you still cancel the reservation, as some people live only minutes from the studio!
  - d. **Good practice tip:** If you waitlist a spot for a 6:00am, 7:00am or 8:00am class and do not receive a “you are in” email the night before, you should either (a) cancel your waitlisted reservation or check your email at least one hour before the class to see if you have been confirmed.
  - e. **Kindness tip:** If you know you are not able to attend the class/session at any time, please cancel any waitlisted reservations as this allows someone else to move up with the chance to take the class/session.

## CANCELLATION

Cancel your reservation immediately by using our MINDBODY app/scheduler and click on the SCHEDULE option to view and cancel the class you are booked for. This is the only way to cancel a class.

- **12-hour cancellation policy.** Cancellations which are not made within this window will be charged a \$25 late cancellation fee.
- **Non-Cancellations/”no-shows”:** No-show/non-cancellations will be charged a \$35 late cancellation fee for each missed class.
- *Should you receive the system’s last-minute opening with your waitlisted confirmation, you are NOT charged a cancellation fee; however, please cancel your reservation, i.e., you received notice at 5:30pm for a 6:00pm class. Should a spot open with as little as five minutes before the class, you are “in the class” and notified.*

We are not able to accept cancellations via text, social media, emails or phone.

If you do not have a credit card is declined, your account will show a negative balance and you will be required to balance this out upon your next visit.

Reservations made with punch cards not cancelled or are a "no-show," will result in a forfeit of the reserved class; losing the session/class.

If you need assistance on understanding HOW to cancel a class, **please do not hesitate to ask us for help.** We want you to feel very comfortable with the MINDBODY app/scheduler and the cancellation process. Email us: [info@energypilatesfitness.com](mailto:info@energypilatesfitness.com) or ask us when we see you.

### TEXT MESSAGES

To make the notification process easier for you, you now have an option to receive text messages of your confirmed waitlisted reservation.

Please note that this text message system will also notify you of **any and all** notifications you may make such as scheduling and cancelling of personal training sessions, small group, and other scheduled events.

- Simply text:

**651-424-1541**

and text **"START"** to begin receiving your notifications.

- You can opt out of this service at any time by texting **"STOP"** to this number.