

# Cycling & Barre Policy

## Sign Up Procedures

- **1 Day Prior:** You may call the club during business hours or sign up online through the Member Portal, for any Barre or Cycle class occurring the next day. If calling the club (698-0260), you must speak directly with an employee. Voice Mail and / or email messages will not be accepted.
- Please see reverse side for online instructions.
- You may only sign yourself up for class.

## Upon Arrival to the Club

- You must check in for class at the Member Service Desk. A staff person needs to mark you as enrolled within the computer system.
- Once checked in, you will receive a ticket which allows you to enter class. The instructor will collect the tickets before the start of class.
- **If you have not checked in by the start of class, your ticket will be given to a member on the wait list (if there is a wait list).**

## Cancellation Policy

- We require a 30 minute notice to cancel out of a class, although we appreciate that you give us as much notice as possible.
- In order to cancel properly, you must either call the club and speak directly to a staff member or remove yourself online. Any notice less than 30 minutes will be charged a \$5 cancellation fee.

*Our cancellation policy will be strictly enforced.*

# INSTRUCTIONS

## How to set up your online member portal account...

1. Go to [www.fitnessunlimited.com](http://www.fitnessunlimited.com). Click the button on the right hand side, Member Portal. On the mobile site, go to Membership and click the down arrow – choose member portal.
2. Create your account by entering your email and KeyTag or Member Number. Your email address should be the same as the email attached to your member profile. If you need this information, feel free to stop at the Member Service Desk or call the club, 617-698-0260.
3. Once you have created your account, store your User Name and Password in a safe place. If you forget either of these, please click "Forgot Username or Password?" and follow the instructions. **If your password is entered incorrectly (3) times, you will be locked out of the system for 30 minutes.** Please note the staff cannot unlock your account nor can we access your Password or Username.
4. Once you have logged in, go to "Bookings" and search for cycling or barre classes by date by clicking the Calendar Icon. Click "Details" and then click "Enroll", then "Add to Cart", then "Checkout" and wait for the Confirmation Page. Make sure to click all the way to the end. (5 clicks to the end.)
5. If you want to cancel or un-enroll from a class please go to the class, click details and click un-enroll.