

# Studio Class Policies

## Sign Up Procedures

- **2 (full) Days Prior:** You may sign up online through our website or on the branded app for any classes 2 days ahead. You may also call but must speak directly with an employee (617-698-0260). Voice mail and/or email messages will not be accepted.
- You may only sign yourself up for class.

## Outdoor Classes (seasonal)

- Please Check-In for your class through the Member Service Desk or with your instructor. You do need to be checked in officially in order to avoid a late cancellation fee or no show fee.
- If your class uses weights or other props, please pick up at the gym prior to class. We ask that you return all props to the club after class.
- All outdoor classes are weather permitting. If a class is going to be cancelled we will let you know.

## Indoor Classes

- **Check-In ten minutes prior to class** through the Member Service Desk. Make sure you are checked off before heading to the studio. If you are late to class, your spot may be given away if someone from the wait list is here.
- Masks are mandatory and will need to be worn over the mouth and nose throughout the class.

## Cancellation & No show Policy

- We require a minimum of a **2-hour notice to cancel**. You will be charged a \$5 late cancellation fee if you cancel within the 2 hour window.
- To cancel, you must either call and speak directly to a staff member or remove yourself online. **An email or voicemail to a staff person will not be accepted.**
- **If you no show for a class you will be charged a \$5 fee. Be sure to check in for class.**

## Waitlist Policy

- Please check your emails often to see if you get into class. We will add you as the spots become available. Within the two hours, we will call you.
- Please check to make sure we have your most up to date contact information on file.
- By signing up for the waitlist you are committing to the class if you get in unless it is within the 2 hour mark.
- Be sure to sign up for our branded app and check off text in your profile. This way you will receive a text if you get off the waitlist and you can confirm or cancel right then and there.

*Our cancellation policy will be strictly enforced.*