

STUDIO CLASS POLICIES

SIGN UP PROCEDURES

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

STUDIO CLASS CHECK IN PROCEDURE

- 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.

CANCELLATION & NO SHOW POLICY

- We require a minimum of 30-minutes to cancel. You will be charged a \$5 late cancellation fee if you cancel within the 30-minute 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. It is your responsibility to check in for class.

WAITLIST POLICY

- By signing up for the waitlist you are committing to the class if you get in unless it's within the thirty-minute mark. Please check your email often or check off the "text" option in your member profile so you will receive a text if you get in.
- Please check to make sure we have your most up to date contact information on file.