

### **Group Exercise Cancellation and No-show Policy Effective July 1, 2023**

We are so pleased with the growth of our Group Exercise program, and we hope you have been enjoying our new spaces and additional classes. With the increased participation in classes, and our desire to accommodate as many members as possible, we will be implementing our cancellation policy starting July 1, 2023. Please review the details below regarding this policy.

#### **Class Reservations:**

Reservations are required to participate in all Group Exercise classes. Reservations can be made two weeks prior to the class date and start time.

Please note the following guidelines:

- Guests accompanied by a member or those visiting the JCC on a day pass are not eligible to reserve spots for Group Exercise classes. However, we kindly request these individuals to wait until all members have checked in for the class. If the instructor determines it is safe to accommodate more people, they will certainly do so!
- Class attendees must be 13 years of age or older, regardless of whether they are accompanied by a parent or guardian.

#### **Class Cancellations:**

In the event that your plans change, and you are unable to attend class, we kindly request that all members cancel their reservation 6 hours before class starts. This ensures that another member of our community can be accommodated by either being moved off the waitlist and into class, or by allowing others to reserve a spot in class.

To cancel your class reservation, you have two convenient options:

- Utilize the cancellation link provided in the confirmation email you received when you initially reserved your spot in the class.
- Log into your JCC account, navigate to the drop-down menu under your name, and select "My Appointments" to access the cancellation feature.

#### **Class No-Shows:**

A \$10 fee will be incurred for all class no-shows. This fee will be automatically applied to the credit card on file.

\*Please note that we understand that "life happens" and in those instances, we are here to help. For assistance, please email us at [fitness@shalomaustin.org](mailto:fitness@shalomaustin.org).