

## **Group Exercise Cancellation and No-show Policy Effective June 2024**

We continue to be so pleased with the growth of our Group Exercise Classes and have found the Group Exercise Cancellation and No-show Policy to be extremely effective since it was implemented in July 2023. As a result of reservations being cancelled in a timely manner, we have been able to serve more members in Group Exercise classes than ever before. To further streamline this process and minimize the chances of reservation status changes occurring overnight, the following updates to our policy will go into effect in June 2024:

### **Class Reservations:**

Reservations are required to participate in all Group Exercise classes. Reservations can be made one week 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 by 7:00pm the evening before class. 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 or debited from an existing credit on the account if one exists.

As always, we understand that unforeseen circumstances can arise, and we're here to support you through them! For assistance, send us an email at [Fitness@ShalomAustin.org](mailto:Fitness@ShalomAustin.org).