

IBG NO SHOW/ LATE CANCELLATION POLICY

At Iron-Bound Gym, we want everyone to have the opportunity to experience our group-fitness and cycling classes. One of our top priorities is to keep you committed to your goals and staying on track with your health and fitness. To make sure we can accommodate everyone who

wants to take classes, we are introducing our new reservation and cancellation policies for our members and guests.

CLASS CANCELLATION POLICY

Now you made a reservation for a class but something comes up and you can't make it. What should you do?

We get it, things come up, you don't feel well, and your kids are sick; life happens. Cancel your reservation **IMMEDIATELY** by using our app and clicking on the **UNREGISTER** option to view and cancel the session you are booked for. This is the **ONLY** way to cancel a class.

If you need assistance on understanding **HOW** to cancel a class, please let us help and show you. We are here to help and want you to feel as comfortable with the app and the cancellation process.

Please cancel reservations as soon as possible but at least up to **four hours** of a class's starting time so that someone else may experience the great workout you'll be missing. If you fail to cancel a reservation or don't make it to class within **four hours**, you will receive a warning e-mail the **first time**. If a **second time** should occur within 30-days, your Motionvibe reservation account will be frozen for 2 weeks. Should a **third time** occur within 90-days, your account will be frozen for 30 days. (If there should be a sudden emergency within the 2-hour window, please contact us directly by calling 757-229-5874.)

Remember: you can still show up to any class and see if there is a spot to participate even when your account is frozen.

