

CLASS CANCELLATION POLICY

In order to accommodate everyone who wants to take classes, we have the following reservation and cancellation policy in place.



Each class opens up for reservations **49 hours** prior to start in order for members to reserve a spot. Please have every intention of making the class (*do not sign up "just in case" as you can always sign up last minute if there is a spot open*).

Unregister at Least 2 hours prior to the start of class in the app if you cannot make it so others have the opportunity to get in or so our instructors may plan accordingly.

UNREGISTER



Waitlisted members are responsible for checking to see if they are in class or unregistering from the waitlist so others may move up in the queue. Within 2 hours, those on the waitlist will be called should a last minute spot become available.

Within 2 HOURS of class, you must call 757-229-5874 in order to cancel. **This is for emergency use only and is only permitted 1-time per month.** A second call within 2-hours within 30 days is considered a no show (see below).



If you do not show up for a class, 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.

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

If you need assistance on **how** to cancel a class or use the app in general, please let us know. We are here to help and want you to feel as comfortable with the app and the cancellation process as possible but want to be fair and accommodating to all of our members as well.