

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 8 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.



Those on the waitlist will be notified via email if they were able to get in class (provided your email is in your motionvibe account) OR a spot number appears under the class you were trying to enter. If you are still on the waitlist within 8 hours of class, you will be notified via phone if a spot opens up or those in the gym may take a no show spot in the order they are on the waitlist.

If you do not show up for a class or call within 8 hours of the class, you will be charged a \$10 fee to your credit card on file. Repeated occurrences may result in your ability to reserve classes for a period of time.



Any exception to this policy will be at the discretion of the manager.

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. Our goal is your fitness success and motivate you to be at IBG and use the gym but to be fair and accommodating to all of our members and staff as well.