

Reservation Cancellation Policy: In order not to be charged for a reservation, if you are unable to attend your reserved session in the pool, gym or group fitness class, please cancel your session, preferably using the Self-service Portal, at least 30 minutes prior to your reservation or class time. If you call and leave a voice mail, we may not get your message in time. Cancelling in a timely manner allows other patrons to fill open spots.

No-show Policy: If a patron is 10 or more minutes late for a reserved pool or gym session or group fitness class the reservation will be released, and a visit will be taken off the patron's package plan.

How does the Waitlist work? All of our current session offerings allow waitlisting. If a session is full, patrons may register and be put on that waitlist by either calling the facility or using the Self-service Portal. MemberMe+ does not permit registration if the session is full. If more than one person is on the waitlist for a session, they will be notified of any openings in the order that they went on the list. If you are waitlisted, please monitor your email and your schedule on the Self-service Portal. There are two ways to get scheduled into a session if a slot becomes available:

1. When someone cancels using their Self-service Portal, you will be automatically booked into the session. You will be notified via email. The session will be changed to "Scheduled" in the My Schedule section of your Self-service Portal.
2. When the person cancelling calls FPFC to have Front Desk staff delete their reservation this prompts the staff member to send an email to the first person on the waiting list asking them to click a link to confirm the booking or indicate that they are not interested.