

**Reservation Cancellation Policy:** 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 60 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 fails to cancel their reservation per the policy above or is 10 or more minutes late for a reserved session or onsite group fitness class the session will be marked as a no-show and released to a waitlisted patron, if any. The patron who no-shows will be charged a fee for each session missed if they are a pass holder, including insurance-based patrons. If the patron has a punch card, one (1) punch will be removed for each session missed.

**How does the Waitlist work?** All 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.