



Cancellation & No-show Policy

If you are unable to attend any of your reserved sessions, please cancel on the Self-service Portal at least 60-minutes before your fitness class, pool, or gym session. You may also call the front desk and leave a message. Failure to cancel will result in a \$5 no-show fee for pass holders or loss of that session for single-session package members.

There are separate cancellation policies for private swim lessons, personal training, and facility rentals. See your instructor, trainer, or the Rental Information & Fees brochure for details.

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