

Starting October 1st, On Your Mark CANCELLATION policy will stand without exceptions. **PLEASE READ:**

As stated in the membership agreement, YOU MUST CANCEL CLASS 12 HOURS IN ADVANCE OR YOU WILL BE DEDUCTED THAT CLASS. This includes switching time slots under the 12-hour notice time period. You may cancel class through our online system or by calling the applicable studio directly.

RESERVATIONS:

YOU MUST BE PHYSICALLY PRESENT 5 MINUTES PRIOR TO THE START OF YOUR SCHEDULED CLASS OR YOUR SPOT MAY BE GIVEN TO A WAITLISTED CLIENT.

MEMBERSHIP PACKAGES:

Members who purchase ANY membership package, including unlimited, 10 pack, 25 pack, 50 pack or single session or future promotional programs are subjected to a penalty charge OF \$20 for either a late cancel or an absence should they not cancel their reservation within the allotted 12-hour window.

STUDIO RULES AND REGULATIONS

All classes and membership packages are non-refundable. No exceptions.

You must be physically present and checked in 5 minutes prior to the start of class or your spot may be released to a waitlisted client. No exceptions.

Reserved classes must be changed or canceled within 12 hours of scheduled time or they will be forfeited.

Membership packages are subject to a penalty fee for a late cancel or absence.

If recovering from injury or illness, notify the instructor prior to class start time.

NO extensions on class packages or contracts. IF you have a medical emergency then notice must be given 1 week prior to your contract renewal.

AND finally, OYM is a NO CELL PHONE ZONE!!! Take an hour for yourself, work can wait and we are sure the baby is fine