



MINDBODY BOOKING POLICIES

Registration

Register for a class or personal training session using the Mindbody App on your cell phone. When installing the app, please remember to use the email address that you provided the Community Life team after contract signing. If you don't, it may take staff 1-3 days to edit your account, so you have booking privileges.

Class Booking

You can book a class once a pricing option is purchased in the app or online. Classes are open for booking two days before the class start date, at 8 a.m.

Currently, the available pricing options are:

1 month unlimited (which expires 30 days from date of purchase) - \$40

10 class pack - \$50 (which will expire 12 months after the date of purchase)

Per class rate - \$5 (which will expire 12 months after the date of purchase)

Personal Training

You can purchase personal training sessions on the Mindbody App or by logging into Mindbody at Mindbodyonline.com. If you need to purchase multiple sessions with any one trainer in one transaction, you will need to purchase via the Mindbody website. Only one session at a time can be purchased using the Mindbody App.

Class Check In

You must register for classes in order to attend them. If you are not registered, staff will ask that you use your own personal device to pay for a pricing option and then register for the class in question. Staff will be available to assist you, but you will need to provide a method of payment or have a payment method stored in your Mindbody account. If you are not able to purchase a pricing option and register on site, or if the class is already full with a waitlist, you will not be permitted into the class. To keep things fair for everyone, no one will be allowed into a class that has not been purchased or paid for.

Cancellation

Say you made a reservation for a class, but something comes up and you can't make it. What should you do? Cancel your reservation *immediately* by using your Mindbody App by clicking on the "Schedule" option to view and cancel the session you booked. This is the only way to cancel a class. If you need assistance, please contact your fitness staff and we can demonstrate how to do it for you.

- You may cancel your class up to two hours prior to the start of the class. After the two-hour window has closed, it is considered a late cancel/no show event.
- Please note that we have limited space in our fitness facility and have had to put the following policies in place to keep it fair for everyone: If you purchased a 10-class pack, a single session, or book a class using a compensation session added to your account, and you cancel your class after the 2-hour cancellation window has closed, this will result in a forfeit of the reserved class. You will lose the session/class.
- If you previously purchased an annual pass or have an unlimited monthly option and fail to show for a class without cancelling before the two-hour cancellation window, you will be charged a \$5 cancellation fee using the card on file. If you do not have a

card on file, an invoice for \$5 will be forwarded to the email on file and class booking privileges will be suspended until the \$5 fee has been paid.

- Please understand this policy is in place to encourage people to book classes they will attend and to cancel with enough time so that spots can be used by people on the waitlist. Our group fitness classes have very limited space, and our goal is to be as fair as we can to all residents. We fully understand that life happens and sometimes you can't cancel in the window we've laid out. If there is any kind of extenuating circumstance, staff at the Fitness Center are happy to talk about your situation. We hope you understand.

Waitlist

If you are added to the waitlist for a class, you will receive a text and email notification alerting you that you have made it off the waitlist. If you decide that you no longer want to remain on a waitlist for a class, you need to remove yourself from the waitlist before the two-hour cancellation window has closed. If you do not, you will be responsible for the class booked if you end up getting off the waitlist. The cancellation policy will apply.

Guests

At this time, due to limited space in current classes, there will be no guests allowed in a group fitness class, regardless of how much space might be available in the class. Thank you for your understanding.