CLASS BOOKING POLICY.

FT. GRACE THE GOLDEN GIRL

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Hi! I'm Grace. I'm member of Fitness Playground, just like you. I do about 5-6 classes a week (I'm a little hooked!).

I wanted to show you just how easy it is to book into & cancel out of classes using your app (and tell you what happens if you forget to show up, eep!).

HOW TO CANCEL YOUR BOOKING

IT'S AS EASY AS 1-2-3

WHAT IS THE POLICY?

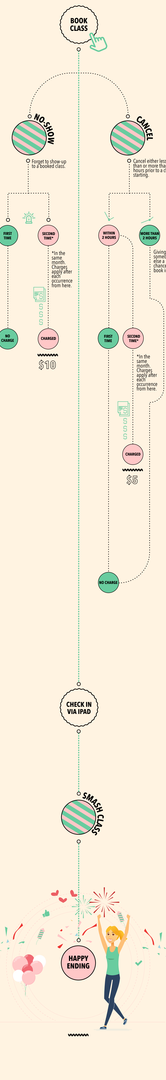
Fitness Playground's Class Booking Policy helps us to make the (group fitness) world a better place, as well as create a better class experience for all.

This helps us to be realistic about our commitments, be fair to others and individually be held accountable for not attending class.

WHY DO WE DO IT?

1. To show you how easy it is to cancel out of a booked class you're no longer able to make.
2. Because knowing class numbers helps your instructors to prepare your class.
3. Classes have limited capacity, so by cancelling in time, you give someone else the chance to jump in your place.

GRACE'S JOURNEY



FAQ'S

1. What happens if there is an emergency and I can't cancel out of my class?

We know life happens, which is why once every calendar month you will not be charged for a no-show or late cancellation. However, after the second time (and onwards), you will be charged.

2. Can I dispute a charge?

Yes. It must be submitted within 48 hours via the notification email we send you. We will then confirm if the charge will be processed.

3. If I am charged, what is the process?

The payment will be processed 7 days from the date of the second no-show or late cancellation. No-shows are $10. Late cancellations are $5.

4. How do I cancel a class?

Go to your app, select the class, and click "Cancel Booking" for the class you can't make (2+ hours prior to class starting). It takes about 3 seconds!

5. If I do it multiple times, will I be charged?

Yes.