

FAQs | Reservation Policy Changes

Q: Can I cancel a reservation over the phone or in person?

A: Yes; however, preferred method is email as it does not require anyone to be physically present at the facility to receive the cancellation.

Q: Do the strikes expire?

A: Yes, strikes expire six months after being issued.

Q: What if I have an extenuating circumstance such as a family emergency and cannot make it to the class, will I receive a strike?

A: Staff will review on a case-by-case basis and will make accommodations when appropriate.

Q: If I receive a one-month suspension, will I receive a refund

A: No, suspended members are not eligible for a refund

Q: If I receive a one-month suspension, what areas of the facility can I utilize while suspended?

A: Any aspect of the facility that does not require a reservation, such as strength and cardio equipment, open swim and tennis/pickleball open play

Q: When can a non-member register for a class or lap lane?

A: 15 minutes before the program/reservation begins