

## Indoor Pool Cancellation Policy


Due to limited capacity and high demand, we often have a wait list of people waiting to use the pool. We understand that life happens and you may not be able to keep your reservation. Please be considerate and cancel **2 hours prior to the time of the reservation** so other members can have the opportunity to swim a few laps!

**Cancellations may be called into the membership desk or cancelled directly by the member by following the directions below. Failure to cancel a reservation 2 times within a given week will result in 1-week suspension from the pool.**

### Cancel Your Reservation

If you cannot make it to a class after you have reserved your spot, be sure to locate the class you signed up for in your online schedule and cancel the reservation.

**Step 1:** Locate your online schedule and specifically the class you signed up for.

**Step 2:** Select the reservation icon  or **'Sign Up'** by the appropriate class that you would like to cancel your reservation for.

**Step 3:** Select the 'Cancel Reservation' hyperlink to successfully cancel your reservation or waitlist request.



### Step 4: Confirm cancellation

You will receive a red notice on your screen when your reservation has been cancelled and a confirmation email as well.