



To avoid a late cancellation fee, please cancel your reservation **60 minutes before the class start time.***

**See below for 6:00am/6:30am procedures.*

We more than understand that things happen! In case of an emergency, **we will do our best to work with you!** Please call 651-337-0425 to speak to our receptionist or to leave a message.

We appreciate and respect our instructors' time and effort in planning your workouts as well as respecting any **waitlisted** members or guests who want to take a class; and these procedures simply makes our studio run more smoothly.

We want you to feel **very** comfortable with the MINDBODY app/scheduler and the cancellation process. If you have any questions, please email us: info@energypilatesfitness.com.

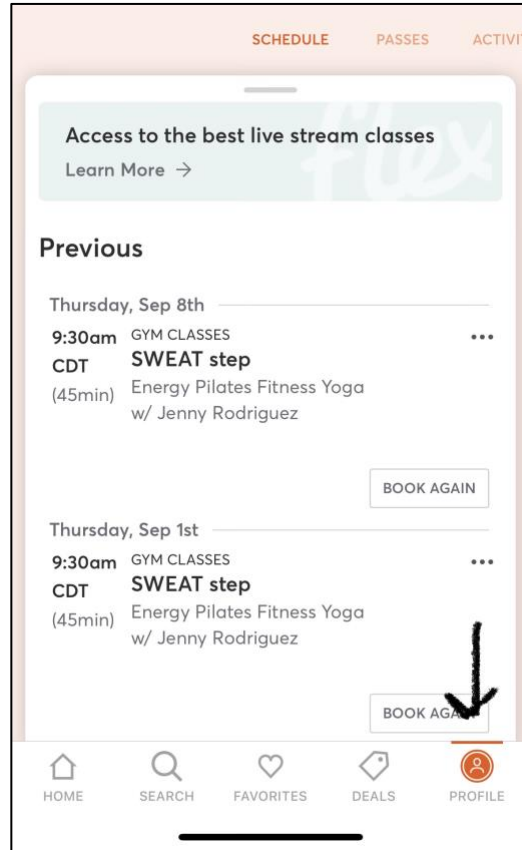


All class reservations* need to be cancelled **60 minutes before the class start time.**

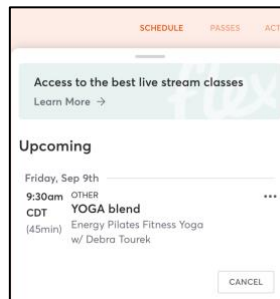
- Late cancellation fee: \$15 | No-show fee: \$35.
- We are unable to accept class cancellations via social media, emails or phone message. **If you are having technical difficulties**, call the studio at 651-337-0425.
- If you do not have a credit card on your account or if it is declined, your account will show a negative balance and you will be required to balance this out upon your next visit.



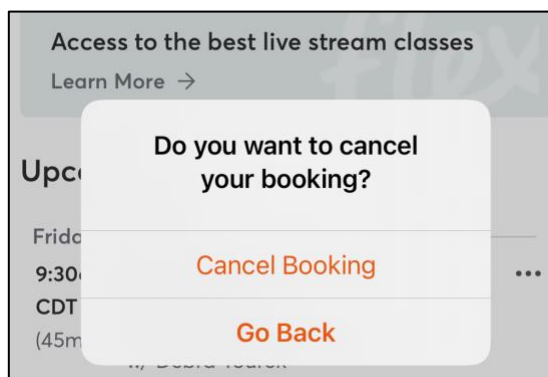
To view your schedule on the MINDBODY app, go to **PROFILE** (bottom right).



- Find the class you'd like to cancel and click **CANCEL**



- Then click **Cancel Booking**



- You will receive a text (if enrolled) and/or an email to confirm your cancellation.

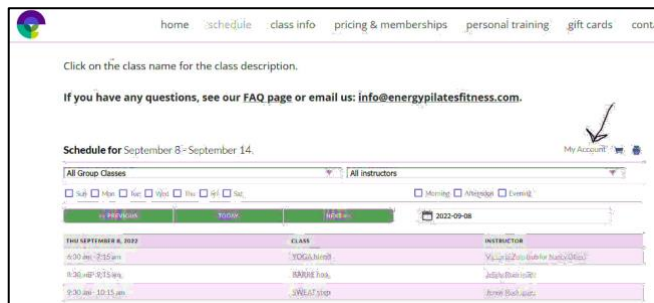
Your 9:30 AM 9/9/2022 reservation @ Energy Pilates Fitness Yoga is cancelled. Review our website for cancellation policies and procedures.

Reservation for 9/9/2022 at 9:30 AM has been cancelled.
 Energy Pilates Fitness Yoga <Business40281@mindbodyonline.com> to me

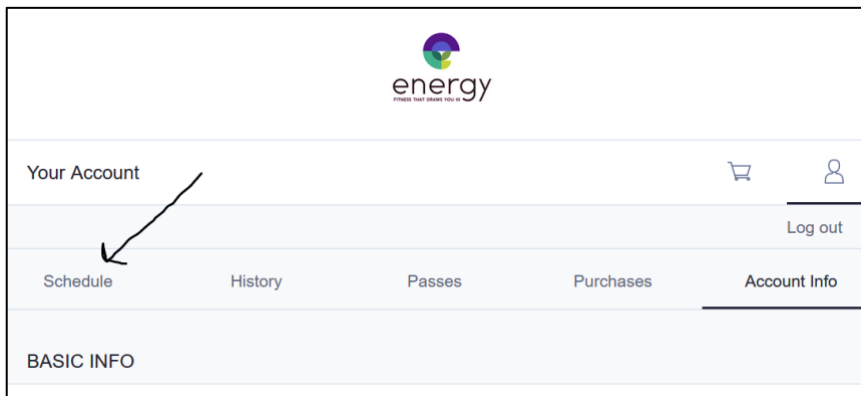


On the Energy web site **SCHEDULE** page: <http://www.energypilatesfitness.com/schedule.html>

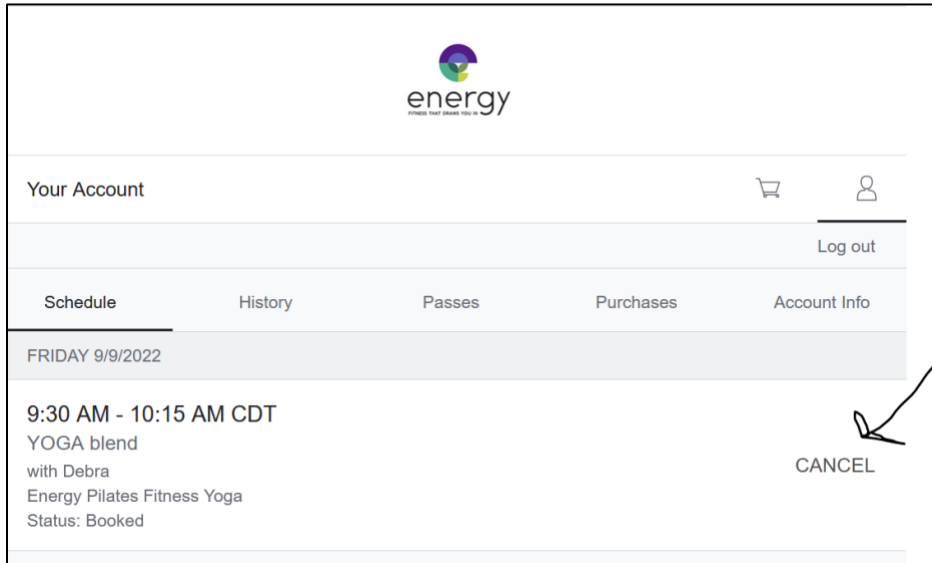
- Go to **MY ACCOUNT** (on the top right on the schedule)



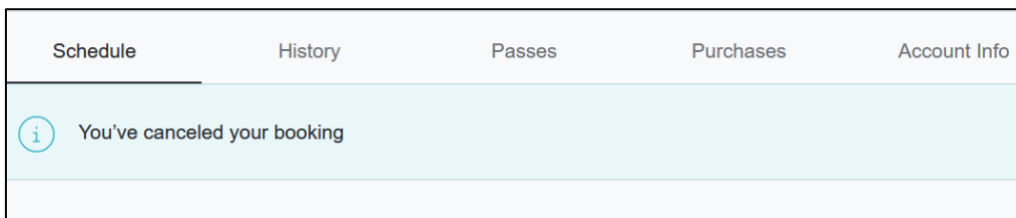
- Go to **SCHEDULE**



- Find the class to cancel and click **CANCEL**



- You will get a text and email (if enrolled) to confirm your cancellation.

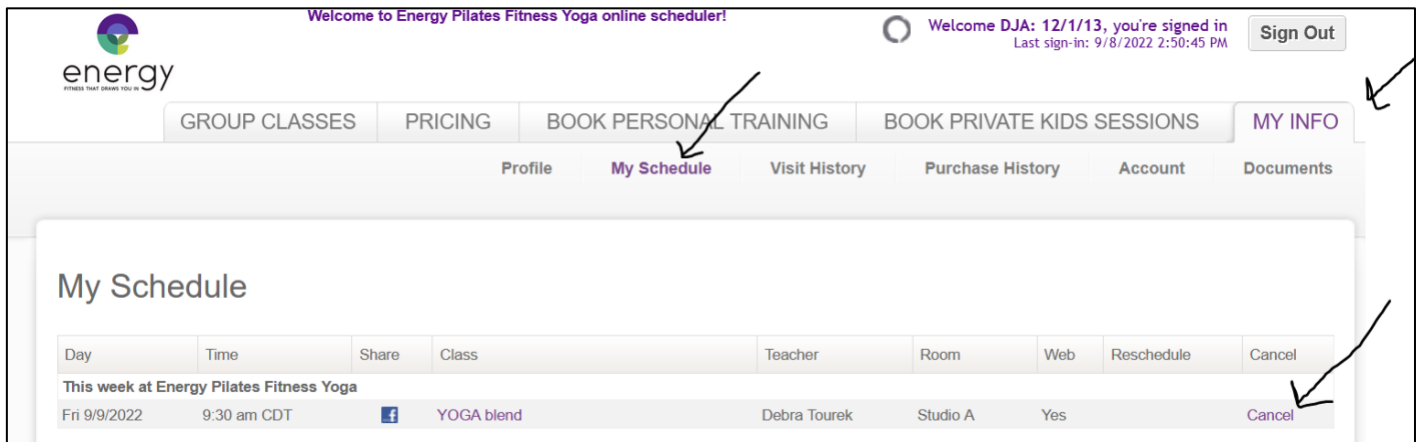




How To Cancel a Class from the Energy MINDBODY Website

<https://clients.mindbodyonline.com/classic/ws?studioid=40281&stype=-98>

- Go to **MY INFO**
- Go to **MY SCHEDULE**
- Find the class to cancel and click **CANCEL**
- You will get a text (if enrolled) and email to confirm your cancellation.



Welcome to Energy Pilates Fitness Yoga online scheduler!

Welcome DJA: 12/1/13, you're signed in
Last sign-in: 9/8/2022 2:50:45 PM [Sign Out](#)

[GROUP CLASSES](#) [PRICING](#) [BOOK PERSONAL TRAINING](#) [BOOK PRIVATE KIDS SESSIONS](#) [MY INFO](#)

Profile [My Schedule](#) Visit History Purchase History Account Documents

My Schedule

Day	Time	Share	Class	Teacher	Room	Web	Reschedule	Cancel
This week at Energy Pilates Fitness Yoga								
Fri 9/9/2022	9:30 am CDT		YOGA blend	Debra Tourek	Studio A	Yes		Cancel



Waitlist Information

All classes and small group sessions **offer a waitlist**. We strongly encourage members and guests to use this waitlist as cancellations do occur!

The waitlist is limited to five (5) people.

If you unable to join the waitlist; that means the waitlist is full and reservations are no longer accepted.

Your reservation is now entered on the waitlist, now what?

Should a spot open up in a class/session, you are immediately notified via email (*or text, if you are enrolled*) that your reservation has been “moved” into the class/session! Yahoo!

If you are enrolled in text message, it will read:

You've been added to BARRE hop @ 9:30 AM on 12/8/2021 @ Energy Pilates Fitness Yoga. Text "Y" to attend, "N" to decline, or "STOP" to unsubscribe. Msg & data rates may apply.

You can CONFIRM the waitlist reservation or “Y” to attend “N” to cancel!



If you cannot take the class/session, please cancel your reservation, so someone else can be moved into the class/session.

Caveat: whenever a class spot opens, and your name is on the waitlist, MINDBODY automatically adds you to the class/session – no matter what time a cancellation occurs.

For example, if a 5:00pm “full” class has a cancellation at 4:55pm, your waitlisted reservation will be moved into the class! Clearly, if you are unable to make it, don’t sweat it; **simply cancel that reservation without incurring a fee.**

- To make the waitlist notification process **easier**, you can opt in to receive text messages of your confirmed waitlisted reservation. Simply text “**START**” to: **651-424-1541**.
- You can opt out of this service at any time by texting “**STOP**” to this number.

This text message system will also notify you of any and all notifications such as scheduling, cancelling of personal training sessions, small group, and other scheduled events.



To avoid a late cancellation fee, your class reservation must be cancelled before 9:00pm the night before the class.



If you are a “no-show” (do not cancel your reservation at any time), a \$35 “no-show” fee will be charged to your credit card/payment method on file.