



Functional Performance Fitness
275 Brockville Street, unit 14
Smiths Falls, Ontario, K7A 4Z6

Dear FPF Gym Members,
Date: 10/11/2020

Subject: Class Cancellations and No-shows for Group Fitness Classes

We are receiving several late cancellations & no-shows daily for the group fitness classes which is preventing other members from signing up or adding the next person on the waiting list. Group Fitness Classes come free with your Silver gym membership, but as space is limited we rely on our members to register in advance and to cancel their registration more than 24 hours before the class start time so that other members may then sign-up.

Starting **immediately**, we will start enforcing our Class Cancellation/No-Show policy and start charging a **\$5.00 Class Cancellation Fee** for each class registration that is cancelled within 24 hours of the start time and to those clients who register but don't attend the class (no-shows). These charges will be added to your account once a week.

We understand that certain situations may cause you to not be able to keep a reservation that you have made. In those cases we ask that you call the front desk to let us know that you are unable to attend and we will consider waiving the fee on a case by case basis.

Thank you for your help in keeping our Group Fitness Classes accessible to all members!

Sincerely,

Natatia Gemmell
Owner / Fitness Manager