

THE STOUAMIRE

NO SHOW POLICY/CANCELLATION POLICY

Effective Date: September 26, 2023

At Stoudamire Wellness Hub, we are committed to providing a positive and inclusive environment for all our members. To ensure the smooth functioning of our classes and to accommodate all attendees, we have established the following No Show

1. Attendance Commitment:

We encourage all members to attend classes regularly to take full advantage of programming at The Stoudamire Wellness Hub.

2. Cancellation Window:

If you are unable to attend a class you've registered for, we kindly request that you cancel your reservation at least 24 hours before the scheduled start time. This allows us to accommodate other members who may be on a waitlist.

3. No Show Definition:

A "No Show" is defined as failing to attend a class without canceling your reservation at least 24 hours in advance.

4. Consequences of No Show:

If a member accumulates two or more No Shows within a calendar month, they will be temporarily restricted from attending that class for the remainder of that month.

5. No Show Tracking:

Stoudamire Wellness Hub will maintain a record of No Shows and send notifications to members with a history of No Shows as a reminder of our policy.

6. Exceptional Circumstances:

We understand that unforeseen circumstances may arise. If you have to cancel a class, please contact us promptly to reschedule.

7. Resuming Class Attendance:

After the one-month restriction period, members may resume attending classes as usual, with a fresh start in terms of the No Show count.

Thank you for being a member of The Stoudamire!