



New Cancellation Policy:

Good Friends is excited to provide members and guests with the opportunity to register for class online, thus ensuring their place in the class and that their equipment needs are met. This unique system has been met with much success and appreciation by members, guests and instructors. Unfortunately, a much desired spot in class will go “unfilled” when a participant is registered but does not show up. If a participant does not cancel prior to the class, participants on the waiting lists are not notified and/or those waiting in the lobby are not allowed into the class until it is too late.

To assist members and visitors who are on waiting lists for classes:

- All cancellations must be made **no later than 10-minutes** before the start time of class.
- Cancellations must be made either **on the website** or by **calling the studio at 850-270-9791**.
- **No cancellations will be accepted via text, email or through Facebook.**
- Three minutes prior to the start of class, anyone who has failed to let us know they are coming/running late will forfeit their spot and participants on the waiting list or in the lobby will be allowed into the class.
- All no-shows will be charged \$3 PER CLASS to the credit card on file, gift card or account balance within 48-hours of the missed class. If you do not have a credit card on file/etc, you must pay the fee before taking your next class.
- **NOTE:** If you are on a waiting list and you are bumped into the class but did not show up because it was too late, you will not be penalized. However, if you are on a waiting list and decide to take another class or not attend at all, please remove yourself so another wait-list participant can get in.
- All no-shows will receive an automated email to the email address on file.

Easy tips to cancel or let us know you are running late and to hold your spot:

- Save our number in your cell phone - 850-270-9791.
 - If you do not reach a person, please leave a voice mail message and we will process your request/cancellation ASAP.
- Save [this link](#) on your phone, home or work computer and make changes in real-time.
- Make sure to check in at the front desk using your key-tag.

Easy tips to secure your spot in class:

- Classes may be booked up to 4 weeks in advance.
- If you are on a waiting list, you will be emailed to the address on file the moment you are bumped into the class.
- If you are on a waiting list, feel free to call us and check on your wait-list status as the class approaches.