

Terms and Conditions

Our expert trainers, instructors, and spa providers are here to prescribe a personal plan to meet your specific goals. Because we recognize that frequency of services is important to your success, package expiration dates apply to all purchases.

All purchased services are non-refundable and non-transferable and alternate services cannot be substituted. Please note the following additional information to maximize the benefit of your purchase.

Aquatics - Private Swim Lessons

- All purchased services expire automatically upon the package expiration date.
- Please be on time for your scheduled lessons. Any delay will be deducted from the scheduled lesson time. Your provider is not obligated to extend the duration of a lesson due to your tardiness. If you have not arrived by the midpoint of your lesson, the session will be forfeited and no make-up session will be granted.
- At least 24 hours' notice to your provider or the department supervisor is required to reschedule a private lesson; otherwise, the lesson will be forfeited.

Fitness

- All purchased services expire automatically upon the earlier of membership cancellation or package expiration date.
- Please be on time for your scheduled sessions. Any delay will be deducted from the scheduled session time. Your trainer is not obligated to extend the duration of a session due to your tardiness. If you have not arrived by the midpoint of your session, the session will be forfeited and no make-up session will be granted.
- At least 24 hours' notice to your trainer or the department supervisor is required to reschedule a session; otherwise, the session will be forfeited. No session may be rescheduled more than once, and repeated rescheduling requests may be denied.
 - A REACH program session must be rescheduled the same week, as sessions expire weekly.
 - Semi-private sessions must be rescheduled as a group.

Spa Series

- All purchased services expire automatically upon the package expiration date.
- Please be on time for your scheduled appointments. Any delay will be deducted from the scheduled appointment time. Your provider is not obligated to extend the duration of an appointment due to your tardiness. If you have not arrived by the midpoint of your appointment, the session will be forfeited and no make-up session will be granted.
- At least 24 hours' notice to your provider or the spa supervisor is required to reschedule an appointment; otherwise, 50% of the spa service value will be charged.