



the
energy lab
core fitness training

304A E. Citrus Ave.
Redlands, CA 92373

CANCELLATION POLICY

Class Sign Ups

If you have signed yourself up for a class on the website using your MindBody account you will be charged for that class if you do not cancel yourself out at least **12 hours before the class start time**. If you have a monthly unlimited class membership your account will be charged for the rate of one drop in class. Many of the Cycling and TRX classes are filling up which means if you are holding a space and do not show up, others who may have filled that space will not be able to sign up since the class shows as full.

Thank you for your support and understanding! If you have trouble canceling out of a reserved spot, please email us and we can cancel it for you – info@energylabfitness.com

Event Sign Ups

Since there is usually limited space for our events, the same cancellation policy applies, **however we request at least 24 hours notice of cancellation for an event**. If you have signed yourself up for an event on the website using your MindBody account you will be charged for that event if you do not cancel yourself out at least 24 hours before the event start time. Thank you for your support and understanding! If you have trouble canceling out of a reserved spot, please email us and we can cancel it for you – info@energylabfitness.com

Appointment/Training Sessions

For all training appointments, kindly give at least 48 hours cancellation notice. For most training appointments – private and small group – upon booking your appointment and securing your time, prepayment is required. If cancellation is necessary and done 48 hours prior to your appointment, you will not be charged for that appointment time. Late cancellations will be charged or depending on the circumstances, the appointment can be rescheduled. For small groups, the entire group books and prepays and commits to that time. The group as a whole can cancel at least 48 hours in advance or reschedule. But if just one or more members of the group cancel themselves they will still be charged unless their other group members agree to pay the private or 2-person session fees if the group number drops to one or two. Thank you for your support and understanding! To cancel, please inform your trainer directly either at an existing appointment time or by phone or email – info@energylabfitness.com

Refunds

Since we do not have any registration fees or contracts or deposits required, we do not offer refunds on class packages or for events or sessions.