



# ***I'M POSSIBLE*** ***NORTHEAST HEADQUARTERS*** **SKILL LAB**

July 9, 2020

We are pleased by your enthusiastic response to our reopening given the usual circumstances and appreciate your continued cooperation in the preventative measures we have put in place to reduce the spread of COVID-19.

Since we have received a number of questions regarding our new reservation system, we thought it would be helpful to communicate our policies in an email to all members.

## **Reservations**

- Reservations are required for all sessions with no exceptions.
- Reservations may be made up to 30 days in advance, but not beyond your next scheduled auto-payment date.
- While you may attend two sessions back-to-back, we reserve the right to bump you from the second class on the same day if demand exceeds capacity.

## **Waiting List**

- When you put yourself on a waiting list, you will receive a notification (by email, text and/or phone) if you have been added to the session roster.
- Please do not show up if you do not receive a notification.
- We are doing our best to get everyone into the session they desire with ample advance notice.

## **Cancellations**

- If you cancel a reservation less than 6 hours in advance, you forfeit that session.
- In the event of an illness or emergency, please call or email Lauren.

## **Terms & Conditions of Monthly Contract**

- If you wish to cancel your monthly contract, please contact us at least 3 days prior to your auto-renew date.
- Unused sessions do not carryover once a contract has been cancelled.

Please visit the FAQ + Pricing page of our website for further information.

Thank you.  
The I'm Possible Colts Neck HQ Team

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