



Reservation & Waitlist Policies

Reservation Policy

You may reserve your spot in class using the MindBody app or by going to the RiseUp Fitness website beginning seven (7) days prior to the scheduled class, and up until class begins, space permitting.

Early Cancellation Policy (\$0 Charge)

The Early Cancellation window closes four (4) hours prior to the beginning of class. You may cancel your class reservation in the Early Cancellation window at no charge.

Late Cancellation Policy (\$10 Charge)

The Late Cancellation window begins four (4) hours prior to the beginning of class. If you cancel your reservation up to four (4) hours prior to the beginning of class, you will be charged a \$10 Late Cancellation Fee.

No Show Policy (\$20 Charge)

If you do not attend or cancel a class you booked by the beginning of the scheduled class time, you will be charged a \$20 No-Show Fee.

But why? We don't care about your \$20, we care about your workouts! We want all our members to be able to get into the classes they want, and that gets really challenging when people book up classes that they miss. Let's stay accountable and show up! Remember, when you miss class, \$20 adds up - but your fitness isn't going to get any better!

If you repeatedly no-show for your booked classes, you may lose your booking privileges.

Frequently Asked Questions

If I cancel 3 hours before class, will I still be charged?

Yes, you will be charged \$10. You need to cancel at least 4 hours in advance to avoid the \$10 fee.

What if I am on the waitlist and added to a class but I can't attend? Will I still be charged?

Yes. As long as you remain on the waitlist, you are responsible for attendance and cancellation just as if you were in the class. If you don't believe you will be able to attend class, please remove yourself from the waitlist. You can remove yourself from the waitlist up until the beginning of class at no charge.

For example, if you book at 7:00am class and are on the waitlist when you go to bed the night before at 10:00pm, you should consider yourself booked for the class. If you wake up at 6:30am and have been added to the class and decide not to attend (or wake up too late), you will be assessed the Late or No-Show charge. If you wake up at 6:30am, are on the waitlist, and do not want to attend class, then remove yourself from the waitlist to ensure that you are not charged.

What if I want to attend a class, but I am not sure if I will be able to make the class because of other commitments (e.g. not sure when my dentist appointment will end)?

In this case, we suggest you do not book the class in advance. For the vast majority of class times, there is availability to book up until the class begins. If your dentist appointment ends in time, you can book your class right away to ensure a spot, or come to the studio and sign in when you arrive.

If my usual class doesn't fill up, why does it matter if I don't cancel?

In many cases, classes do fill up last minute. This isn't possible if it is booked with several members who do not plan to attend, and may prevent others from booking or attending the class.

If I had a last minute emergency, will you still charge me?

Please email us and let us know at info@riseupfitnessSB.com if something unexpected comes up. If you are not a typical offender of the policy and have a reasonable excuse, then we will waive the fee.