

## **Alfond Center Fitness Class Picktime, Cancellation & No-Show Policy**

All classes and instructors are subject to change without notice. Individuals need to sign up for classes by going to [www.picktime.com/alfondcenter](http://www.picktime.com/alfondcenter) The schedule is posted on Fridays by 7:30am.

To ensure fair access to all participants and maintain the quality of our classes, the following policies are in place:

### **Picktime selection:**

On Fridays, you will be able to sign up for 2 POOL classes of your choice (2 SilverSneakers Splash, 2 Aqua Fit or 1 SilverSneakers Splash&1 Aqua Fit).

On Fridays, you will be able to sign up for unlimited Dance Room classes

On Sundays, you may sign up for additional classes in the pool or dance room if space is available.

### **Cancellation Deadline:**

Participants must cancel their class reservation **1 hour prior to the start of class time.**

**Late Cancellation / No-Show Policy: \*\*\*\*EFFECTIVE MAY 11, 2026\*\*\*\***

If you do not cancel your reservation or fail to attend a scheduled class:

You will be required to **pay a \$5 fee** at your next visit to the Alfond Center before participating in another class.

Punch Card users may pay \$5 or take an additional punch out of their punch card.

SilverSneakers ID scan members will need to pay \$5 cash, card or check.

### **Why This Matters:**

We know it can be hard to get into some of the classes. Late cancellations and no-shows prevent others from attending classes that may be full. This policy helps ensure that all members have a fair opportunity to participate.

### **How to Cancel:**

Please cancel your reservation 1 hour prior to the start of class by communicating in 1 of the following ways:

1. Calling the Alfond Center Front Desk 207-893-6650.
2. Emailing the Alfond Center [alfondcenter@sjcme.edu](mailto:alfondcenter@sjcme.edu)
3. Emailing Jenna Chase [jchase@sjcme.edu](mailto:jchase@sjcme.edu)

Thank you for your cooperation and for helping us create a positive and accessible fitness experience for everyone!

For questions or concerns reach out to Jenna Chase at [jchase@sjcme.edu](mailto:jchase@sjcme.edu)