

Our cancellation policy varies based on if it's a weekly fitness class, a personal training session, a special events, or other type of session, etc.

Please read our cancellation policies below or speak with a Hayward Fitness Fanatics staff member prior to signing up for any membership, event or session:
Certain classes, events, workshops, sessions may require clients to cancel a reservation at least 1 hour and up to 24 hours prior to the start. You may cancel a reservation through MINDBODY, by email, or by phone (715-699-1214).

For any regularly scheduled weekly class : You may Cancel and/or No Show without penalty. However, if you know that you will not be able to fill your place in class, we ask that you be considerate of other studio members who may wish to attend and contact the studio to cancel.

For any regularly scheduled SPECIALTY class (heated classes, pop up class, etc) : You may cancel 1 hour before the start with no charge. If you cancel after the 1 Hour Cancellation Period or No Show for a class you pre-registered for, you will automatically be charged the original fee for a Late Cancel/No Show.

For any Workshop, Special Event or Otherwise Noted Special Class or Session : You must cancel 24 hours prior to the start or you will be automatically charged the original fee for a Late Cancel/No Show.

To best facilitate the needs of our clientele, we want to make sure that reserved spaces for classes, events, sessions and workshops are filled. Often times, we also have instructors that prep class just for you, so out of consideration for their effort and time please help us help you, so everybody wins!