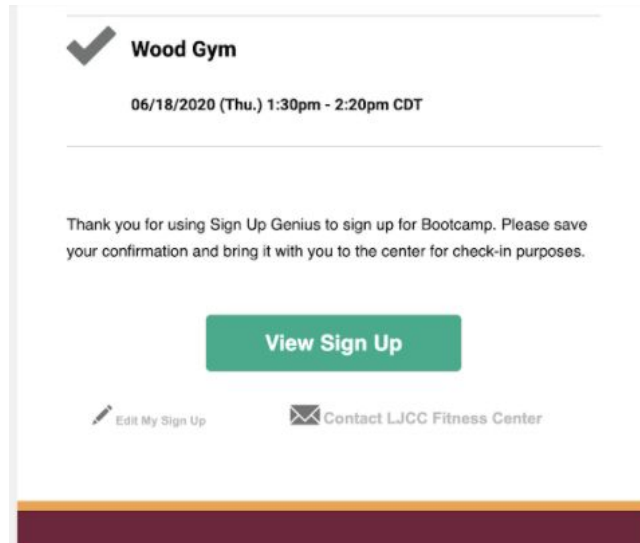


## Levite JCC Cancellation for Sign Up Genius Reservation Policy

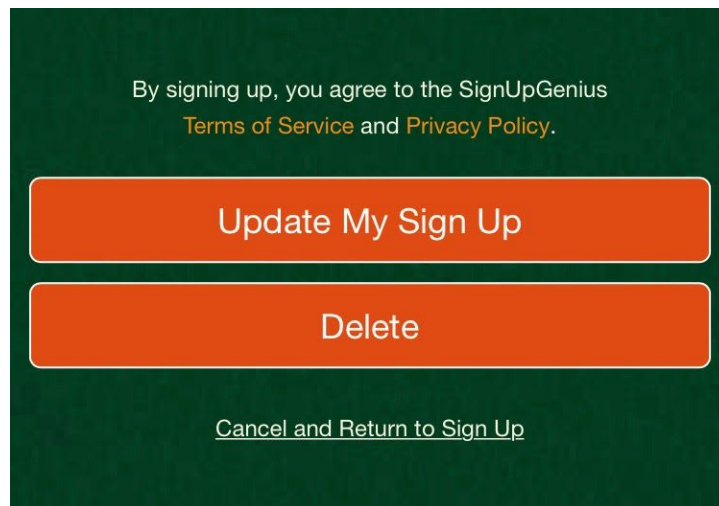
Created June 2020

Members must sign up ahead of time to use the facility. We understand that plans change or something may come up, but we are now requiring **at least 12 hours notice** if you are unable to make your reservation. There are three ways you can cancel your reservation.

- 1) Reference your confirmation email from Sign Up Genius. Click the "Edit My Sign Up" in the lower left hand corner, which will allow you to cancel or change your reservation.



Once you click "Edit My Sign Up," you will be directed to the below page.



- 2) Email [membership@bhamjcc.org](mailto:membership@bhamjcc.org) detailing your name, reservation date and time and number of people signed up under your reservation (aquatics).
- 3) Call the Customer Care line at 205-879-0411.

If you do not cancel your reservation with at least 12 hours notice, you will be charged \$10, otherwise known as a “no show” fee.

Inclement Weather:

If you do not come to the LJCC for your reservation in the indoor or outdoor pools because of inclement weather, you will not be charged a “no show” fee.