

How to Cancel Your Class at FILI

We understand that things come up! If you're unable to attend your reserved class, we kindly ask that you cancel at least 6 hours before your class time to help us keep everything running smoothly.

For clients on a **class pack or limited membership**: If you cancel within **6 hours of class start**, your class credit will be deducted as if you attended.

For clients on an **unlimited membership**: A **\$10 late cancel fee** will be charged to the credit card on file for a **late cancel** or **no-show**.

Our **No-Show Policy** applies when a mat is reserved but the client does not cancel or attend class. Clients on **FILI Unlimited Membership or attending a Community or \$6 Class** will be charged an additional **\$10 No-Show fee**, while those on **Class Packages and Weekly Warrior memberships** will forfeit a class credit.

We are a small local business, and late cancellations or no-shows affect not only our instructors but also other clients who might be waiting for a spot. Your understanding and cooperation mean a lot to us and help keep our community thriving.

How to Cancel Your Class:

1. Log in to Your FILI Account:

Head to our FILI website booking page and log in with your email and password.
<https://filispace.com/pages/schedule>

2. Go to Your Upcoming Bookings:

Once you're logged in, click on the circle with your first name initial to toggle the drop down menu. From there select your "Bookings" to see your upcoming classes.

Book your |

All Locations

All Class Types

All Instructors

J

Bookings

Active Packages

Orders

Account

Logout

October 20 — October 26 >

Su	Mo	Tu	We	Th	Fr	
20	21	22	23	24	25	26

THURSDAY OCT 24TH

5:30 PM PDT • (50 min)

FIL CORE (Warm)

Helpful hint! You can also manage your FILI membership here, view how many passes you have left and see your package expiry date in this menu as well by selecting “Active Packages”

3. Select the Class You Need to Cancel:

Find the class you'd like to cancel

Account Bookings Active Packages Retail Orders Payment Methods Gift Card Lookup < >

Upcoming

FILI CORE (Warm)

Fri, Oct 25 2024 12:00 PM (50min) PDT

Gretchen Martin

[View Details](#)

Cancel

Previous

SCULPT FLOW - Community Class

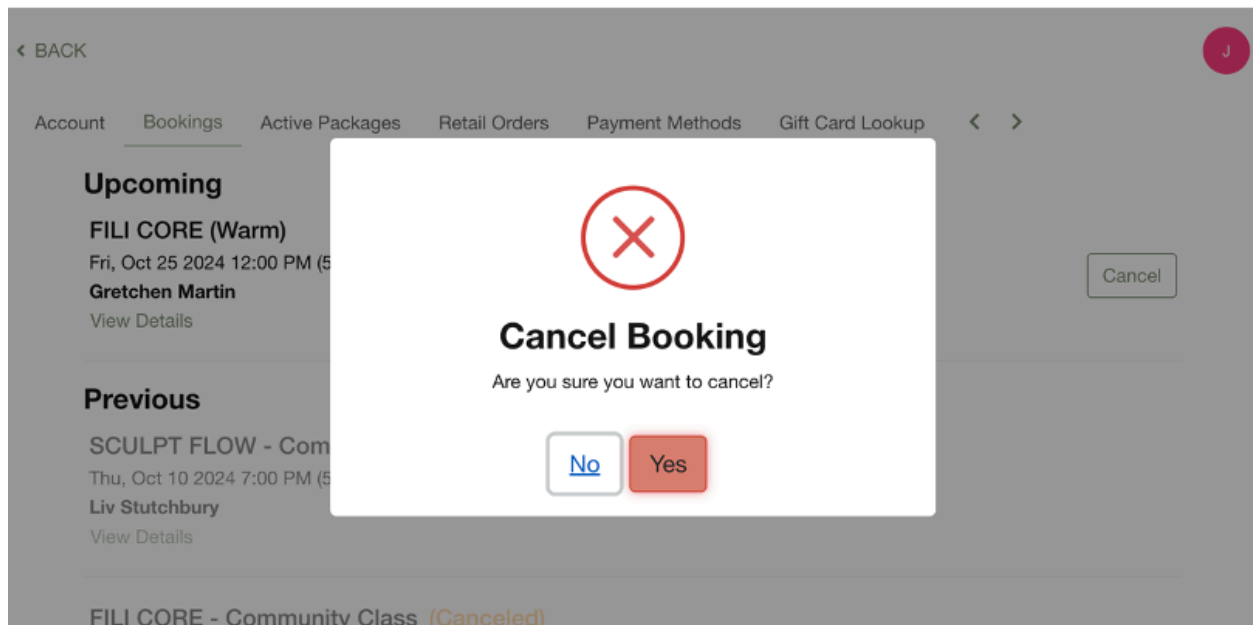
Thu, Oct 10 2024 7:00 PM (50min) PDT

Liv Stutchbury

[View Details](#)

4. Cancel the Class:

After selecting the class, you'll see an option to cancel. Confirm your cancellation, and you're all set!



Please note that we do not accept cancellations via voicemail, email, or social media messages, so be sure to cancel your reservation directly through your Arketa account.

We truly appreciate your support and can't wait to see you in the studio soon!