

Virtual Class Policies

The response to virtual classes has been powerful. Thank you! The health of our Team is vital; so in order to keep streamlined operations for them and to make things easy as possible for you and available to everyone, we have created some simply policy for students to follow.

- 1) Register for the class of your choice. The ideal registration is anytime leading up to 30 minutes prior to class start time with a minimum of 16 minutes prior to class start time.
- 2) You will receive your link to enter the virtual classroom 15 minutes prior to class start time at the email address in your profile. Please ensure your email address and phone number is correct in your profile at Big Fish.
- 3) If you have preregistered for the class and wish to cancel within the 15 minute timeframe of the class start time, you will be charged for the class. There will be no transfer of virtual classes or last minute cancellations without charge.
- 4) Please download zoom.us on your mobile device or laptop. Check sound and audio.
- 5) Current members receive all virtual classes with their membership at no additional fee.
- 6) Current class pass holders receive all virtual classes on their current class pass should they choose to use.
- 7) For any virtual student, a virtual class drop in, virtual 5 class or 10 class pass can be applied.
- 8) If you registered within the requested time period prior to class and do not receive the link via your email, please call 904-372-0601. We will send direct to you.
- 9) Virtual classes cannot be used in the studio.
- 10) Virtual class passes hold the same expiration as in-studio class passes. They are as follows: 10 class pass expires 6 months from date of purchase / 5 class pass expires 3 months from date of purchase / 1 class drop in expires 30 days from date of purchase. Once applied to the specific class of your choice, no refund will be issued within 15 minutes of the start of the class.