

Membership FAQ's

Are masks required?

Currently we are not requiring masks. This is subject to change based on the status of Covid-19.

Are there showers or changing rooms I can use before or after my class?

Yes, we have 3 private bathrooms with showers available for use. We ask that you be respectful of time and try to limit your use to 10 minutes.

I am going on vacation or will be unable to attend classes for part of the month. Can I just pay for ½ of a month?

No, our monthly membership pricing is a flat rate and will not be changed according to usage. We cannot suspend your account while you are away or sick. You may cancel your membership at any time with written notice received at least 15 days prior to your renewal date. For example, if your membership is set to renew on December 1st, we would need written notice of your intent to cancel no later than November 15th.

Can I sign up for more than one class in a day?

Yes, you are welcome to attend more than one class in a day. However, please note that 25-minute solo swims may only be booked once a day. This means you will not be able to book 2 back-to-back solo swims to have a longer time in the pool.

What if I can't make it to a class I signed up for?

Any cancellation within 12 hours of the start of a class or solo swim is subject to a \$10 late cancel fee, automatically charged to the card on file.

If classes are cancelled due to instructor illness, inclement weather, pool closures or other events that are beyond the control of H2O, will I receive any credits or discounts?

No. We are unable to predict when and if a class will be cancelled. Due to the nature of the business, no credits will be given in the event of class cancellations. In extreme cases of extended closure lasting greater than 14 days, pricing accommodations will be made.

I was telling my friend about this awesome membership? Are people able to try a class before signing up for a membership?

Yes! Drop-in class options are available and are priced as marked. Money paid for a drop-in class cannot be used as credit toward a new monthly membership.