Online Cancellation for Fitness Centre Reservations

Please note that online cancellations are only applicable to Fitness Centre Reservations and must abide by the following rules:

- Sessions may only be cancelled up to 1 hour prior to the scheduled start time.
- Not attending a registered session will result in a strike being issued, with 3 cumulative strikes resulting in a 1-week freeze being applied to your UBC Recreation access.

1. Visit portal.recreation.ubc.ca and login to your UBC Recreation profile using either your CWL or email address to access your reservations.

2. On your profile, scroll down to the “Schedules” tab and click to expand the schedule view.

3. In the expanded schedule view, select “Switch to List View”
Online Cancellation for Fitness Centre Reservations

4. In the list view, you’ll see all upcoming courses and reservations you’ve booked with UBC Recreation. To cancel a reservation, click on “Actions” and then click “Withdraw” in the pop-up menu.

   *Cancellations can only be made up to one hour prior to the start time of a reservation.*

5. Confirm the cancellation by clicking “Withdraw” in the pop-up window. You must complete this step to finish your cancellation.

6. A confirmation notice will appear once your cancellation is completed. You can email or print this for your records.