PLEASE READ CAREFULLY BEFORE BOOKING

The following terms & conditions are applicable in the period from 5th January 2025.

ADULT CLASSES BOOKING TERMS AND CONDITIONS

- All classes/sessions must be booked in advance and require an online payment to be made at the time of booking. NO OTHER PAYMENT METHOD CAN BE ACCEPTED - NO CASH CAN BE ACCEPTED AT THE STUDIO.
- Classes cannot be refunded once purchased. By purchasing a class, you are confirming that you are fit and well at the time of purchase, are able to commit to attending the class and/or full block of classes, and have read and agreed to the rules stated within the class description.
- We cannot refund classes in the event of you becoming unwell on the day of the class.
- Classes cannot be transferred to another student.
- If you need to rearrange a booking we require 24HRS NOTICE to swap to another class.
- Your space in a class is NOT reserved unless paid for via the booking system so we advise booking asap! You can always swap them around later if your circumstances change provided you inform us 24hrs in advance.
- In booking classes you are confirming you have understood the above information and agree to abide by the terms set out by the studio.

CHILDREN’S CLASSES BOOKING TERMS AND CONDITIONS

- All classes/sessions must be booked in advance and require an online payment to be made at the time of booking.

NO OTHER PAYMENT METHOD CAN BE ACCEPTED - NO CASH CAN BE ACCEPTED AT THE STUDIO.

- Classes cannot be refunded once purchased. By purchasing a class, you are confirming that you are fit and well at the time of purchase, are able to commit to attending the class, and have read and agreed to the rules stated within the class description.

BOOKING TYPES

Childrens Classes can be booked through the following ways:

- Trial classes for first time customers.

- Children's Monthly Block Bookings.

Trial Classes

- Trial Classes can be booked individually for children to try out a class before committing further.

- If you need to cancel a trial booking, you must notify us, more than 24hrs before the class is due to start to receive a refund or rearrange the booking. Any cancellations after the 24hr cut off cannot be refunded and your payment will be forfeit.

If your child misses a trial for a class and there is a waiting list, they may lose the offer of a space and have to go back on the waiting list.

CHILDREN'S MONTHLY BLOCKS

 - Children's monthly blocks are available at the start of a calendar month. Children wishing to join partway through a month can book the rest of the month pro rata after attending a trial.

- Block bookings enable parents to save money and secure their space in a class for the duration of the month.

- Children's monthly blocks cover term time ONLY and do not include school holidays. We take our term time and school holiday dates from the ECC schools website and we cannot make allowances or deductions for inset days, school trips or residentials or different dates set by individual schools or academies. We also cannot allow deductions for any holidays taken during term time.

- Our children's classes DO continue in school holidays but these can be booked separately through PAYG to allow parents flexibility for holidays etc.

- We cannot issue credits to carry over to the following month. The only exception to this is if a class is cancelled by the studio.

ATTENDANCE & SPACE RESERVATIONS

* When booking a block of classes with us, your child’s space is reserved in the class for as long as you would like it. Failure to book or make payment for the following month by the required date may result in your child losing their space in the class. In the event of this happening your child will be placed back on the waiting list in order to offer the space to another person.
* If you wish to skip a month of classes due to travel or other commitments, the studio may impose a reservation fee if you wish for your child to return the following month.

CANCELLATIONS

When booking classes through any means with KL Aerial Fitness Studio we ask customers to please observe and respect our booking and cancellation rules. During current times with the rising costs of our business overheads, we cannot override these terms and conditions or make exceptions to these.

In booking classes with KL Aerial Fitness Studio you are confirming you have understood the above information and agree to abide by the terms set out by the studio.

We cannot issue refunds or credits for late cancels or non attendance for reasons including (but not limited to):

- Illness to yourself, your child or another family member (including covid 19).

- Traffic and travel disruptions.

- Bad weather disruption (unless the decision is taken to close the studio as a whole).

- Childcare related issues.

- Changes to working hours.

- Differing school holiday dates to the standard Essex dates set by ECC.

- Holidays taken during term time.

- School trips or residentials.

The only circumstance in which refunds or credits will be offered after a deadline is if classes are cancelled by the studio for any reason.

PRIVATE LESSONS
- Private lessons must be paid in advance online in a time slot set up by your instructor.
- Payment must be made more that 24hrs before the lesson is due to take place, if you have not made payment within this time your lesson may be cancelled.
- 24HRS NOTICE IS REQUIRED TO MOVE ANY PRIVATE LESSON TO ANOTHER TIME SLOT. PRIVATE LESSONS MAY ONLY BE REARRANGED ONCE - IF YOU CANCEL AGAIN YOUR BOOKING FEE WILL BE FORFEIT.
- IF YOU FAIL TO ATTEND OR CANCEL WITH LESS THAN 24HRS NOTICE YOUR BOOKING FEE WILL BE FORFEIT.
- With Semi-Private lessons we require EACH PERSON TO BOOK AND PAY THEIR SHARE of the booking fee individually! This is due to the fact that each person must register and sign disclaimers via our system for insurance reasons.

LATE COMERS
If you arrive to your class late after the warm up is finished, you may be refused entry to your class. This is at the instructors discretion and will depend on factors such as whether there is a teaching assistant who is able to warm you up or if the class is too busy to do so without causing disruption to other students. This is for safety reasons as we cannot allow students who are not warmed up correctly to undertake the exercises in our classes as it risks injury. These terms are also to comply with those laid out by our insurance.

TRAFFIC/TRAVEL
We cannot issue refunds or credits to those caught in bad traffic or public transport issues on route to the studio. It is the students responsibility to check their route in advance and allow extra time for travel where necessary and we cannot assume responsibility for issues on the roads.

BAD WEATHER POLICY
In the event of bad weather, decisions will be made by management as to whether classes will continue to run.
We will always run classes provided an instructor can get to the studio safely. If we decide to run a class as the instructor can get to the studio, and you as a student decide to cancel your space, we cannot credit this unless before the cancellation deadline of 24hrs as usual. If the instructor is unable to attend and the class is cancelled by the studio, credits and refunds will be issued.

CLASS CANCELLATIONS BY THE STUDIO
In the event that a class needs to be cancelled by the studio or an instructor, the following terms apply:
- Students booked onto the class will be contacted by text message and/or email to inform them the class is cancelled.
- All students booked onto the class at the time of cancellation will receive a credit to use on another date. This can be extended by a further week if your class pack was due to expire.
- In the event of there being LESS THAN 3 STUDENTS in a class, cancellations may be made if there are no further bookings by 3PM ON THE DAY the class takes place. Students will be notified and credited if this happens.
- THESE CONDITIONS ONLY APPLY IF THE CANCELLATION IS MADE BY THE STUDIO AND DO NOT APPLY IN ANY OTHER CIRCUMSTANCE.

PLEASE NOTE: Taking classes or private lessons with us does NOT qualify anyone to teach these skills unless you have the appropriate credentials (qualifications, insurance etc).