PLEASE READ CAREFULLY BEFORE BOOKING

When booking classes with KL Aerial Fitness Studio, the following terms & conditions apply to classes or any services taking place from 1st Jan 2023.

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

Classes can be booked through the following ways:

- PAYG for both adult and child classes

- Adult Class Packs

- Children's Monthly Block Bookings

PAYG

- Classes can be booked PAYG individually for both adults and children, to suit those who require more flexibility with bookings or wish to try a class first before committing further.

- If you need to cancel a booking, you must do so on our booking system, more than 24hrs before the class is due to start to receive a full refund. Any cancellations after the 24hr cut off cannot be refunded and your payment will be forfeit.

ADULT CLASS PACKS

- Adult class pack enable students to save money and secure their space in a class for a specific period of time.

- Class packs start at a minimum of 3 classes and last for a period of 30 days from the date of your first class.

- If you need to cancel a booking, you must do so on our booking system, more than 24hrs before the class is due to start. You will receive a credit to use on another day within your 30 day period. We cannot however extend the 30 day period of your pack to accommodate any cancellations made by the student themselves. Any cancellations after the 24hr cut off cannot be credited.

- The only time the 30 day period of a class pack can be extended is to accommodate any class cancellations made by the studio. It cannot be extended to accommodate any other circumstances.

CHILDREN'S MONTHLY BLOCKS

 - Children's monthly blocks are available at the start of a calendar month only. (Children wishing to join partway through a month can book PAYG until the following month).

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

- If you need to cancel a booking, you must do so on our booking system, more than 24hrs before the class is due to start. You will receive a credit to use on another day within the calendar month. We cannot however carry credits over to the following month to accommodate this. Any cancellations after the 24hr cut off cannot be credited.

CANCELLATIONS

**In the case of all bookings; any cancellations made by students 24hrs or less before the class is due to start cannot be refunded or credited.**

**When booking classes through any means with KL Aerial Fitness Studio we ask customers to please observe and respect these 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.

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.
- PAYG bookings will be refunded.

- Bookings made through class packs/blocks will receive a credit to use which CAN be carried over the pack expiry date if it is issued for a cancellation made by the studio. (Credits cannot be carried over for cancellations made by students).
- In the event of there being LESS THAN 3 STUDENTS in a class, cancellations may be made if there are no further bookings up to 12 HOURS before 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.

COVID 19/ILLNESS PREVENTION
- The studio has measures in place for safety and social distancing if required based on industry professional advice and the terms set our by our insurance. We continue to clean the studio and all equipment regularly with anti viral products and continue to offer hand sanitizer to all persons within the studio.  Although we are no longer bound by law and government to follow particular rules, we are still bound by our insurance provider to manage risk responsibly and will place rules in place to comply with this and the best interests of our customers and staff.

SPECTATORS

We only permit spectators in our children's classes for parents and family members. This is for safeguarding reasons and to ensure transparency in relation to our spotting techniques and physical contact when teaching children.

While we welcome parents watching, you are also welcome to drop children off and return to collect them afterwards.

Our viewing space for spectators is quite small and can only accommodate a small group of people.

For this reason we would ask:

- That parents drop children off and return later if possible

- That no more than 2 family members per child stay to watch

CHILDREN IN THE STUDIO

Children attending classes with us must be able to listen and follow instructions in order for us to keep them safe. Any children who behave in a dangerous way and are not able to follow instructions may be asked to sit out of classes for safety reasons.

We welcome SEN children - we would ask parents to contact us before booking to discuss how we can best support your child and create the ideal learning environment for them either in a group class or on a 1:1 basis.

Younger children attending the studio to watch classes should be able to sit still and quiet during classes. We fully understand the challenges around keeping little ones entertained and occupied and don't want to place any barriers in front of parents in relation to childcare, however the studio can be a dangerous place for small children if they are not adequately supervised or curiosity gets the better of them. We also want to ensure that the children taking part in the class are not distracted and have the full attention of the instructors at all times.

In all cases any children in the studio not taking part in classes remain the sole responsibility of their parent and staff cannot take responsibility for supervising them.

CCTV

We have 2 x CCTV cameras in our main studio area and 1 x camera in our front office/waiting area.

These cameras record 24hrs a day and store footage on a secure hard drive for up to 60 days.

Cameras are in place to support safeguarding and insurance and for the protection of all persons using the studio.

We are fully compliant with all legal requirements and regulations with regards to our CCTV and any footage recorded.

These terms and conditions will be reviewed as and when required by KL Aerial Fitness Studio.