PLEASE READ CAREFULLY BEFORE BOOKING  
  
When booking classes with KL Aerial Fitness Studio, the following terms & conditions apply in relation to bookings, payment, transfers and cancellations:  
  
MEMBERSHIPS  
The benefits of membership:  
- Saves you money on your classes!  
- Secures your space in a class for the entire month! (Subject to terms & conditions below)  
- Allows for flexibility with your bookings and the option to rearrange classes you cannot attend! (Subject to terms & conditions - see below).  
  
MEMBERSHIP TERMS & CONDITIONS  
- Memberships can be purchased at the START of each month (or the last week of the previous month for existing students).

- Memberships are only valid for the CURRENT CALENDAR MONTH THEY ARE PURCHASED IN AND EXPIRE AFTER THE LAST DAY OF THE MONTH. ANY MISSED CLASSES/CREDITS MUST BE USED BEFORE THE END OF THE CURRENT MONTH. Credits cannot be transferred to the following month except in the event that the studio/instructor has to cancel a class.  
- You must CHECK AVAILABILITY in classes before purchasing a membership. If you purchase a membership and then end up on a waiting list for a class, we cannot guarantee that a space will become available.  
- All memberships 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.  
- Memberships cannot be refunded once purchased, in the event that a student becomes injured or unwell DURING the month to the point that they are unable to take part, they may be offered an account credit at the managers discretion. By purchasing a membership, you are confirming that you are fit and well at the time of purchase and able to commit to 1 months worth of classes. If you are currently suffering with any health issues that could impact on your ability to attend classes or are concerned that your availability may change throughout the month, we recommend that you take classes on a pay as you go basis. NO REFUNDS CAN BE GIVEN IF YOU BOOK A MEMBERSHIP AND MISS CLASSES DUE TO A PRE-EXISTING HEALTH ISSUE OR A CHANGE IN WORK CIRCUMSTANCES.  
- Memberships cannot be transferred to another student.  
- If you need to rearrange a booking we require 12HRS NOTICE to swap to another class. THIS OPTION IS ONLY AVAILABLE TO THOSE ON MEMBERSHIPS (PAYG STUDENTS ARE NOT PERMITTED TO TRANSFER CLASSES IN THIS WAY).  
- Your space in a class is NOT reserved unless you click on ALL CLASSES throughout the month! You can always swap them around later if your circumstances change. We cannot transfer any unused credit over to the following month. This is a blanket rule for all students.  
- In taking out a membership you are confirming you have understood the above information and agree to abide by the terms set out by the studio.  
  
HOLIDAYS/TIME OFF  
If you are away on holiday at any point during the month you have 2 options:  
1) PURCHASE A LOWER MEMBERSHIP - We have options to switch to a lower level membership. Our lowest membership is 3 classes.  
2) PAY AS YOU GO  
You can chose to do pay as you go, HOWEVER THIS MAY NOT GUARANTEE YOU A SPACE IN YOUR CLASS as priority over spaces is given to those on membership!

PAY AS YOU GO TERMS & CONDITIONS  
- Pay as you go bookings can be made at any point during the month, up until the end of the current calendar month.  
- ALL BOOKINGS MUST BE MADE AND PAID FOR ONLINE! WE DO NOT DO DROP INS OR ACCEPT CASH AT THE STUDIO!  
- If you need to rearrange a PAYG booking we require more than 48HRS NOTICE! NO REFUNDS CAN BE GIVEN UNDER ANY CIRCUMSTANCE!  
- Students on memberships have priority over booking spaces in our classes! Any remaining spaces will be displayed on the schedule and are available for PAYG students to purchase.

PRACTICE SESSIONS

- Practice sessions are open to current students and those with proven past experience   
in pole or aerial activities. These sessions are supervised by an instructor but are NOT A TAUGHT SESSION.

- Students should only practice activities that are familiar to them and have been taught to them by an instructor during a class. Students should work within their own ability/level and not attempt any activities beyond their capability.

- NO TOTAL BEGINNERS are permitted to attend practice sessions. You must at least be attending a beginner’s course with us in your chosen discipline to attend our practice sessions.

- The only persons permitted to teach and supervise students within a practice session are qualified and insured employees of KL Aerial Fitness. Students or visiting instructors are NOT PERMITTED to teach students within a practice session.

PRIVATE LESSONS  
- Private lessons must be paid in advance via the booking system 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.

SPECTATORS IN CLASSES

- WE NOT ALLOW SPECTATORS IN CLASSES UNLESS THEY ARE IMMEDIATE FAMILY MEMBERS OF OUR STUDENTS AND ARE KNOWN TO US. This is for safeguarding reasons to protect our students and specifically our children and vulnerable students.

CCTV/PHOTOS/VIDEO RECORDING

- We have CCTV in operation in the main areas of our studio. This is for the protection of all staff, students and visitors to the studio as well as security outside of opening hours. All video captured by our cameras is only accessible to staff and stored on a password protected hard drive for a maximum of 60 days. In the event of an incident CCTV footage may be passed to required authorities for legal reasons. Our full CCTV policy is available to read on our website if required.

- Taking of photos and videos of yourself or your child is permitted in the studio. Taking of photos or video footage of instructors, students or children within the studio is NOT PERMITTED without express permission of ALL those involved.

- NO MEDIA FOOTAGE MAY BE UPLOADED ONLINE OR TO SOCIAL MEDIA WITHOUT CONSENT OF ALL PEOPLE AND PERMISSION OF PARENTS OF ANY MINORS.

SAFEGUARDING

- We are committed to safeguarding all students who visit our studio including but not limited to children under the age of 18 and vulnerable persons regardless of age.

- Our safeguarding policy is reviewed each year in February and made available for all parents and students to access online via our website and booking system at all times.

- All staff working with children under 18 hold the required teaching qualifications, insurance, enhanced DBS checks, safeguarding and child protection training as required.

- CCTV is installed in the main studio areas for the protection of both children and adults while using the studio.

- We operate an open door policy for parents and guardians of under 18s and vulnerable adults where we allow them the option to watch our classes if they wish to. This is to ensure transparency in situations regarding spotting and physical handling of children/adults during our activities in order for parents/guardians to view that this is being done appropriately and in the best interests of the person to keep them safe from injury.

- Our full safeguarding policy is available to view on our website if required.  
  
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 12 HOURS 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 students will have their booking carried over to the following week or if they are unable to accept this a refund will be given.  
- Those on memberships will receive a credit on their account.  
- These rules apply even if it means transferring credits to the following month.  
- 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.  
  
INSTRUCTORS FROM OTHER STUDIO/SCHOOLS  
If you are an instructor teaching at another studio or school, you may attend our classes under the following conditions:  
- That you declare from your first enquiry that you are an instructor.  
- That you are attending classes at the relevant skill level for your own personal development.  
- That you will not film or document any part of the class when the instructor is teaching or demonstrating - although you are welcome to film yourself! (This is a rule for ALL students - not just instructors).  
  
Please don't be put off by this! We are a friendly studio and very welcoming of all instructors, however we ask for honesty and have to ensure there are no conflicts of interest for our business.  
  
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).