



PAYMENTS POLICY DOCUMENT SUSPENSION, CANCELLATION OF TRAINING & PAYMENTS FREQUENCY POLICY

This policy refers to the following ACS MAGFA managed services:

- 1) ACS MARTIAL ARTS
- 2) ACS MINI NINJAS (CURRENTLY NOT RUNNING)
- 3) ACS NINJA TYKES (CURRENTLY NOT RUNNING)
- 4) ACS KICK-JITSU (CURRENTLY NOT RUNNING)

Training with any of our services is secured by first completing an online registration form. Once completed, a link for a monthly direct debit is sent via email or text.

There are no contracts; membership arrangements can be amended at any time, at your request, for reasons such as bank or account number change, or prolonged injury/illness.

There is no contract regarding cancellations, all we require is a courtesy notice from you to inform us of your intentions.

Section 1

PAYMENT STRUCTURE: DIRECT DEBITS

We only accept direct debit payments for training with us. Payments are calculated by deducting 2 Christmas weeks and August summer holiday closures. So payments are for each calendar month except August and are collected by a third party agency.

Section 2

PAYMENT SUSPENSION

Suspending your training with ACS MARTIAL ARTS for medical reasons, is permitted for up to 3 months. Requests for long term payment suspensions must be accompanied by a medical note or other evidence.

Any member who cancels their direct debit without notifying us first or cancels because they want an extended break, will be required to pay a £20 direct debit, re-establishment administration fee, per member.

By cancelling payments, members are effectively cancelling their membership.

ACS MARTIAL ARTS also reserves the right to cancel memberships at any time. Members who pay, but who do not attend for 3 months and have not been in contact with us, may have their membership suspended and payments cancelled.

No refunds will be authorised as payments made, have secured a training place at your selected training programme/class type.

Again, there will be a £20 administration and rejoining fee should a member wish to restart training, assuming there is a place available in their chosen class.

Please note for insurance purposes, we need to be fully aware of the number of students we have training, so it is very important that you advise the club if you decide to suspend or cancel your training.

Section 3

TRAINING SCHEDULE STANDARD

We currently run:

2x ACS Martial Arts Junior Classes, you may attend both these classes per week.

2x ACS Martial Arts Adults Classes, you may attend both these classes per week.

Please also note that with the exception of Bank Holidays and Xmas, classes continue during school holidays except for August, when we are closed.

We publish our timetable on all our websites and will endeavor to stick to the published times but reserve the right to re-schedule or cancel classes due to illness or family commitment. Such changes will be communicated via the WhatsApp group associated with each class type.

Section 4

INSURANCE (ALSO REFERED to as MEMBERSHIP)

All students training with us are required to have martial arts insurance/membership. This insurance/membership is renewed annually per student and is an integral part of the original registration application. This is renewable on both a yearly, half yearly and quarterly basis depending on when you joined us.

THIS POLICY DOCUMENT IS MANAGED BY ACS MAGFA FOR ACS MARTIAL ARTS

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