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## **Aerial Arts Dorset Membership – Terms and Conditions**

These Terms and Conditions apply to all memberships and class packages purchased from Aerial Arts Dorset ("the Studio"). By purchasing a membership or attending classes, you agree to be bound by these Terms and Conditions.

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### **1. Membership Term and Studio Schedule**

- 1.1 Memberships operate on an ongoing basis unless cancelled in accordance with the cancellation policy set out below.
- 1.2 The Studio operates for 50 weeks of the year. Two weeks per year are reserved for studio closure (e.g. holidays, maintenance, or staff training). These closure weeks are non-refundable and already accounted for in membership pricing.

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### **2. Fees and Payments**

- 2.1 Membership fees are charged on a pro rata basis, reflecting the number of weeks/classes remaining in the current billing period at the time of sign-up.
- 2.2 All fees must be paid in advance and are non-refundable except where required by law.
- 2.3 The Studio reserves the right to review and amend membership fees with reasonable notice.

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### **3. Cancellation of Membership (30-Day Notice)**

- 3.1 Memberships require a minimum of 30 days' notice to cancel.
- 3.2 Cancellation requests must be submitted through the Studio's booking system.
- 3.3 Membership fees will continue to be charged during the 30-day notice period.
- 3.4 It is the member's responsibility to use any remaining credits during the notice period.

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### **4. No Membership Freezes**

- 4.1 Memberships cannot be frozen, paused, or suspended for any reason, including but not limited to illness, injury, travel, work commitments, or personal circumstances.
- 4.2 Members are encouraged to use their available credits at a time that suits them.



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4.3 It is the member's sole responsibility to manage and use their credits before they expire or the membership ends.

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## **5. Class Bookings and 24-Hour Cancellation Policy**

5.1 All classes must be booked in advance via the Studio's booking system.

5.2 A minimum of 24 hours' notice is required to cancel or reschedule an individual class.

5.3 Cancellations made less than 24 hours before the scheduled class time, or failure to attend (no-shows), will result in the loss of the class credit.

5.4 Exceptions are not guaranteed and are granted at the Studio's discretion only.

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## **6. Class Credits and Rollover**

6.1 Memberships include a set number of class credits per billing period.

6.2 Unused credits may be rolled over to the next billing period, provided the membership remains active.

6.3 Credits have no cash value and cannot be transferred to another person unless approved by the Studio.

6.4 Rolled-over credits must be used while the membership is active. Any unused credits remaining after cancellation or termination of membership will be forfeited.

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## **7. Member Responsibility**

7.1 Members are responsible for:

- Booking and cancelling classes correctly and on time
- Monitoring their credit balance
- Using credits before expiry or membership termination

7.2 The Studio is not responsible for unused credits due to personal scheduling conflicts, illness, or other circumstances.

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## **8. Health and Safety**

8.1 Members participate in aerial and pole classes at their own risk.

8.2 It is the member's responsibility to ensure they are physically fit to participate and to inform instructors of any injuries, medical conditions, or limitations.



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8.3 The Studio reserves the right to refuse participation if it believes attendance may pose a risk to the member or others.

8.4 You must not attend class if you or your child display the following symptoms:

- Fever or a cough within the 7 days prior to the Class
- Upset stomach or diarrhoea in the 48 hours prior to the Class
- Heavy nasal discharge
- Discharging eyes
- Symptoms of a possible communicable disease, including, but not limited to, Covid-19, measles, chicken pox, German measles, whooping cough, impetigo, scarlet fever, hand foot and mouth disease or norovirus.

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## **9. Class etiquette and rules**

9.1 Please wear form fitting clothing, a sports top, vest, leggings and bare feet (unless taking part in a heels class). When going up the pole you will be required to wear shorts for your leg grip.

9.2 No jewellery - it can cause injury and damages the equipment

9.3 Tie hair back

9.4 Bare feet

9.5 Please bring a bottle of water

9.6 Do not wear ANY moisturiser or body lotion to pole class as it is dangerous - this includes fake tan and suntan lotion.

9.7 Please do not wear heavy make-up/fake tan in the hammocks

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## **10. Changes to Classes and Instructors**

10.1 The Studio reserves the right to change class timetables, instructors, and class formats when necessary.

10.2 Where a class is cancelled by the Studio, the class credit will be returned to the member's account.

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## **11. Termination by the Studio**

11.1 The Studio reserves the right to suspend or terminate a membership for inappropriate behaviour, breach of these Terms and Conditions, or non-payment of fees.



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11.2 In such cases, any remaining credits may be forfeited.

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## **12. Amendments to Terms and Conditions**

12.1 The Studio may update these Terms and Conditions from time to time.

12.2 The most current version will always be available via the Studio's website or booking system.

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## **13. Contact**

For questions regarding memberships, cancellations, or credits, please contact:

Aerial Arts Dorset

[info@aerialartsdorset.co.uk](mailto:info@aerialartsdorset.co.uk)

[www.aerialartsdorset.co.uk](http://www.aerialartsdorset.co.uk)

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By purchasing a membership or attending classes, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.