

## **Twisted Metal Pole and Aerial Studio Terms and Conditions**

Please read the following terms and conditions carefully. By booking any classes, courses, parties or private lessons with us at Twisted Metal Pole & Aerial you agree to be bound by these terms and conditions.

### **Bookings**

Once you have booked your desired class or course online your slot will be secure. All classes must be booked on our online booking system, all classes must be paid online before attending the class.

If you are booking a private lesson with Harriet, this also needs to be booked in on the booking system, however with private lessons you can choose whether you pay online through our booking system or if you pay in person on arrival for your session. If you are wanting to book a private lesson for you and your friends, we also offer 2-2-1 or 3-2-1 private lessons at a different pricing to our regular 1-2-1 private lessons. To find out the pricing of these, please contact Harriet. To book a 2-2-1 or a 3-2-1 follow the next instructions:

Book your desired slot on the booking system, then choose to pay offline. Then let Harriet know either via phone or email that you have booked your private slot, but you will be doing a 2-2-1 or a 3-2-1. You can then pay on arrival either via cash or card.

### **CANCELLATIONS**

We have a 24 Hour cancellation policy. Which means that if you cancel more than 24 hours before your scheduled class, your class will be refunded/credited to your account, and you will be able to reschedule it for a different date. However, if you cancel within 24 hours of the starting time of the booked class, then you will lose the credit and will not be permitted to reschedule for a different date. This is the same for all classes and parties here at Twisted metal, and any private lessons booked with Harriet Frankland.

### **REFUNDS AND CLASS TRANSFERS**

Any classes or class passes that have been purchased you will need to have used within 31 days from their first usage, if you have any credit left over after the 31 days then you will lose this class credit and it will not be refunded.

Any pre-paid block booked private lessons will need to be used within 90 days from their first usage, if you have any lessons left over after the 90 days then you will lose these lessons and they will not be refunded.

### **LATE ARRIVALS**

Please try not to be late for class. If you are more than 5 minutes late into a class the instructor has the right to not allow you to join in the session, this is for safety reasons. You would not be refunded for this class.

## INJURIES

If you have a pre-existing injury, we ask that you tell the instructor before the class starts, this way they can adapt the class plan for you. If you are injured during the class and your instructor advises you against carrying on and you choose to ignore the advice they have given, please know that you would be doing so and taking full responsibility for this and for any further injury.

## PREGNANCY

If you are newly pregnant, first a huge congratulations! We understand that although this is a very exciting time, you may not want to share your news until you are 12 weeks pregnant, however your instructor would need to be aware of your pregnancy before you continue with your training with us. Not all instructors at Twisted Metal are pre and post-natal trained, if your instructor isn't you would be needing to change your instructor for your pre and post-natal phase. Contact Harriet for any further questions or information.

## CHANGES IN CLASS PRICING

If at any point class prices were to be increased or changed in any way, at least a month's notice would be given, and any leftover credit (block booked classes or privates) would be honoured at the price paid for them at the time of purchase.

## CONSENT FORMS AND WAIVERS

Every student must fill out our par-q before commencing in any form of session at Twisted Metal. These will be given to you upon arrival of your first class with us. If anything changes in your health, then please let your instructor know and a new par-q can be completed. If you are under 18 then you will need an adult to fill in and sign your par-q and give consent of your attendance.

## AGE

If you are under 16 you cannot attend group classes at TM.

All group classes are 16+ except heels classes which are 18+, age restrictions will be shown on class descriptions on the booking system.

## ALCHOLIC BEVERAGES/ FOOD CONSUMPTION

Consuming Alcoholic beverages before a class with us is not permitted and you would not be allowed to attend the class and would NOT be refunded. We also ask that you do not consume any food during classes, due to risks such as choking, or possible allergies that other people may have within the class. If you do need to bring snacks, especially when attending consecutive sessions, please make sure they are consumed in the entrance way, and that they do not contain nuts.

## PICTURES/VIDEOS/SOCIAL MEDIA

Twisted metal will not take any photos or videos of you without your consent, you will be asked for your consent on the booking system and then again by the instructor themselves. We allow Students at Twisted Metal to film themselves during classes but ask that they are respectful of others who may not wish to be filmed in the background.

## SPECTATORS/ CHILDREN AT THE STUDIO

We do not allow spectators to come into group classes at Twisted Metal, however if you did have someone who wanted to come a watch you train then this would be okay to do so in a private lesson for no extra cost, but the spectator would not be permitted to touch/use any of the equipment or participate in the lesson at all.

We do not allow children to come to group classes at Twisted Metal, however if you did want to bring your child/children with you whilst you trained due to no childcare or school holidays this would be permitted if you booked a private lesson, but the child/children would not be permitted to touch/use any of the equipment or participate in the lesson at all.

Twisted Metal reserve the right to change these terms and conditions at any point without prior warning and an up to date copy of the T & C's will be on the wall in the studio or online for you to view.

