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**Terms and Conditions -Courses**

All our courses are 8 weeks long. You pay upfront in full and the direct debit dates reflect this.

The deposit which is taken from your account a month before the course start date, secures you place on the next term.

Once your place is secured, your deposit is non-refundable or transferrable.

If you’d like to move class after paying for your deposit. You must inform Helen, no later than a week past the deposit date shown below.

If you decided at any point to leave and would like to cancel your direct debit, you can do this with your bank or with Helen. You must cancel or advise Pole Attack Ltd of this by the 22nd of the month, so the direct debit can be cancelled. If you fail to do this and your payment is taken, you will not be eligible for a refund.

From October the 1st 2023, Gocardless are changing their fees. If your payment fails or is unsuccessful, a fee will be charged to you and will be taken from your gocardless account. This charge is applicable for every time a payment fails or is unsuccessful.

Depending on your failed amount will depend on the fee charged.

£1.50 for £34

£2 for £51.25

£3.50 for £85.25

£5 for £102.50

£7.50 for £119.25

£10 for £170.50

**Terms and Conditions- Workshops and one-off classes**

Once your place is secured by making a payment in full, your payment is non-refundable or transferrable.

**Bank Holidays**

Any classes which fall on a bank holiday will not run due to very low numbers turning up to class on these days. We kindly request you use the makeup class system to make your class up.

However, unlike the normal process of our make-up session policy where you are not being able to cross discipline, as a gesture of goodwill, we allow make up classes which are missed over the bank holidays to be made up in any mid-week class, or you can receive a voucher against something on our website.

You can cross discipline and try out another class, use it against a stretch, or strength class, or receive a voucher to use it against someone on our website, such as a workshop or hand grip.

**Informed Consent (Reminder of your informed consent)**

I fully understand that I am attending a pole and/or aerial fitness related class. I am fully responsible for my own actions during the class and understand it is a 'high risk' form of exercise and Pole Attack Ltd, Pole Attack Workshop Ltd and our teachers take no responsibilities for any injuries caused. I understand that I must not be under the influence of alcohol or drugs and if I feel unwell, I will cease participation straight away and will advise my teacher. If I find out I’m pregnant, I will advise my instructor straight away, and I understand that I will no longer be able to continue my classes with Pole Attack. (Terms and Condition Apply) I will only carry out movements on or off the equipment, that I have been taught by a trained and qualified instructor. I understand that if there is any reason why Pole Attack is unable to run my class, I will be offered a makeup session, in exchange for the missed class. If any of my medical information changes, I must contact my teacher or Pole Attack Ltd straight away. I must keep up to date with all terms and conditions listed on our website and in our newsletter