



# TUITION FEES AND TERMS AND CONDITIONS POLICY



## **TUITION FEES AND TERMS AND CONDITIONS POLICY**

### **DETAILS: -**

- **All new students are required to pre-book initially into the Pay As You Option, which is an introductory price of £7 per class. Valor Combat Systems covers a temporary Martial Arts insurance for new students until their Membership is in place. This will commence from the 1st of the following month when a student commences their Martial Arts classes. All Memberships are inclusive of tuition fees and Martial Arts insurance. Our Membership payment link will be sent via email after the first class. Please pre-book our Martial Arts classes via [www.bookwhen.com/valorcombatsystems](http://www.bookwhen.com/valorcombatsystems).**
- **Any Pay As You Go booking is non-refundable, unless in exceptional circumstances e.g. class cancellation. However, classes can be transferred to another Pay As You Go booking via your Bookwhen confirmation email if you are unable to attend.**
- **Various Membership options are available to provide our students with the choice of training either one or more times per week (please view the options below).**
- **We respectfully ask all students to pre-book in advance of 2 hours before our Martial Arts classes as we utilise a digital register. This will also be required when your Membership is set up and can be booked via our Bookwhen website — [www.bookwhen.com/valorcombatsystems](http://www.bookwhen.com/valorcombatsystems).**
- **All uniforms and other merchandise are available to purchase from our website shop: - [www.valorcombatsystems.co.uk/shop](http://www.valorcombatsystems.co.uk/shop).**
- **Grading (Exam) fees range from £30 upwards for all students aiming for their next level of coloured belt. Each student will be invited by their Sensei when they have achieved the required level of proficiency with continued training.**
- **Should you have any further questions, please contact us via: -**
  1. **Telephone: [07794577797](tel:07794577797)**
  2. **Email: [info@valorcombatsystems.co.uk](mailto:info@valorcombatsystems.co.uk)**
  3. **Online Chat Messaging System via our website: [www.valorcombatsystems.co.uk](http://www.valorcombatsystems.co.uk)**



## **MEMBERSHIP OPTIONS**

### **OPTION 1**

- **1 CLASS PER WEEK INCLUSIVE OF THE MARTIAL ARTS INSURANCE = £35 PER MONTH.**
- **Direct Debit will be £35 per calendar month payable on the 1st of every month to 'Valor Combat Systems'.**
- **The prices are inclusive of our two-week yearly break over the Christmas and New Year period.**

### **OPTION 2**

- **2 CLASSES PER WEEK INCLUSIVE OF THE MARTIAL ARTS INSURANCE = £65 PER MONTH.**
- **Direct Debit will be £65 per calendar month payable on the 1st of every month to 'Valor Combat Systems'.**
- **The prices are inclusive of our two-week yearly break over the Christmas and New Year period.**

### **OPTION 3**

- **3 CLASSES PER WEEK INCLUSIVE OF THE MARTIAL ARTS INSURANCE = £95 PER MONTH.**
- **Direct Debit will be £95 per calendar month payable on the 1st of every month to 'Valor Combat Systems'.**
- **The prices are inclusive of our two-week yearly break over the Christmas and New Year period.**

### **OPTION 4 — FAMILY MEMBERSHIP**

- **DISCOUNT AVAILABLE FOR TWO OR MORE FAMILY MEMBERS OF THE SAME HOUSEHOLD.**



### **TERMS AND CONDITIONS**

- **Our Direct Debit Membership payment system through GoCardless is an instruction from you to your Bank or Building Society. This system authorises 'Valor Combat Systems' to collect the agreed Membership fee from your account for classes and the Martial Arts insurance.**
- **Once you have set up your Membership to be taken on the 1st of each month, the money will be deducted automatically. Should Valor Combat Systems need to change the amount or date of collection, we are required to inform you in advance, by one month.**
- **All Memberships once processed, are non-refundable unless there are exceptional circumstances e.g. injury.**
- **Memberships cannot be paused for personal reasons, other than severe illness/injury, as all fees are broken down pro rata.**
- **Should any student miss a class due to illness etc, they are welcome to book into any alternative class during the week. This can only be done within a month of a student's missed class.**
- **The maximum refund will be for one month only. Any change in circumstance for cancellation is entirely the responsibility of the Parent/Guardian/Adult student.**
- **The Membership may be cancelled by the payer at any given time if a student no longer wishes to continue training. We respectfully require you to notify us promptly, if you decide to cancel.**
- **The monthly Direct Debit Membership is an ongoing payment for all students. Failure to make a payment on the 1st of the month without just notification, invalidates the Membership inclusive of Martial Arts insurance. The student will then be unable to train until the outstanding payment is addressed.**
- **Any Membership payments which fail and are resubmitted, will incur an automatic penalty fee of £6 each time through our GoCardless payment system. The Membership payment will only be resubmitted twice. If this situation continues for 3 consecutive months, any student involved will have their Membership immediately terminated. Should there be any issues, please contact us immediately, via the details below.**
- **Once the Direct Debit Membership has been completed, a digital Valor Combat Systems Membership Licence form will be sent via email. This is required for your acceptance of our Terms and Conditions, including Martial Arts insurance details for ongoing training. We respectfully ask all students to pre-book in advance of 2 hours before our Martial Arts classes as we utilise a digital register. This will also be required when your Membership is set up and can be booked via our Bookwhen website — [www.bookwhen.com/valorcombatsystems](http://www.bookwhen.com/valorcombatsystems).**



## **TERMS AND CONDITIONS**

### **DIGITAL REGISTER CLARIFICATION**

- Our digital register is a requirement for how we operate as a professional Martial Arts Organisation. In order to ensure our students are registered correctly, we require every student/parent/guardian to sign in on to our Bookwhen website. This is for either PAYG for new students or once signed up to our Membership option. Every Club Coach requires up to date contact details in case of an emergency and to plan their classes accordingly. Our digital register is also required in the event of a potential fire. Classes can be pre-booked in advance either weekly or monthly by clicking on the Select More button on the Bookwhen Schedule. Unfortunately, we have had prior students not complete up to date information regarding contact details, which obviously results in a health and safety issue.
- If any student wishes to take the opportunity to catch up with a missed class for any reason, they are welcome to train at any alternative clubs held throughout the week. Pre-booking is still required, if training at any other location.
- If any student wishes to train for an occasional extra class, the fee will be £7 payable through the Pay As You Go option via our Bookwhen online booking system: - [www.bookwhen.com/valorcombatsystems](http://www.bookwhen.com/valorcombatsystems).
- Should you have any further questions, please contact us via: -
  1. Telephone: [07794577797](tel:07794577797)
  2. Email: [info@valorcombatsystems.co.uk](mailto:info@valorcombatsystems.co.uk)
  3. Online Chat Messaging System via our website: [www.valorcombatsystems.co.uk](http://www.valorcombatsystems.co.uk)