

Hello and welcome to Aerial Acrobatics!

It is very exciting to have you here with us and we hope you have a great time. There are just a few things you need to be aware of which will help to ensure everything runs smoothly and we are all on the same page.

1. Our values

As your instructors, we very much see the studio as our 'happy place' and we are all committed to ensuring that this is the case for you too. It is for this reason that we have studio values which we ask that you all adhere to whilst training in our space. These values are:

- Kindness
- Integrity
- Respect
- Humility
- Courage

Whilst we never expect to need to, our instructors reserve the right to insist that anyone not displaying these values cease booking/attending any classes/workshops at the studio.

2. Payment for classes

You will need to pay your instructor directly for your class by bank transfer or in cash either at the start or end of your class. There is a list of all the instructors' payment details at the studio for your reference.

3. Cancelling your class

Please note that a **24-HOUR CANCELLATION POLICY** applies to all classes. This means that if you give less than 24 hours notice when you cancel your class you will need to pay your instructor for that class by bank transfer at the time of cancellation. Please note that you will not be able to book/attend and future classes if payment is outstanding.

4. Workshops

From time to time we run specialist workshops with guest instructors. Please note that workshops must be paid for in advance to secure your space and these workshops are non-refundable under any circumstances. You are however able to sell on your space to another person should you find someone who is able to attend in your place.

5. Safety

As we are sure you are all aware, your safety is of paramount importance when undertaking aerial and general fitness classes and it is all of our responsibility to ensure we keep ourselves and each other safe. To do this we ask you to be aware of your surroundings and to follow any instructions given to you during your class. Spotting is also an important part of aerial training in particular, so please do listen to your instructors and take your turn as a spotter for your fellow classmates.

6. Open Practice

We hold regular open practice sessions which any Aerial Acrobatics students are welcome to attend for a small fee. During these sessions there will be instructors present but please note that you are solely responsible for your training and safety during practice sessions. For these reasons, we strongly encourage you to practice moves you have been working on and which are within your capability rather than attempting anything new.

If you see others practicing new/more advance moves that you would like to try, please let your instructor know and if appropriate, they will look to include these in their lesson planning for upcoming classes.

7. Concerns/Complaints

If you have any concerns or complaints that you would like to raise in regard to any aspect of your classes, workshops, other students or your instructors, please direct them to: Liz Harding by email at: liz@aerialacrobatics.co.uk You will receive a response within a maximum of 21 days.

Please note that by attending classes at Aerial Acrobatics you are agreeing to these terms and conditions. A copy will be kept at the studio for your reference and a link to them is also available on the website: www.aerialacrobatics.co.uk

Most importantly, have fun, stay safe and remember life really is better upside down!!