



**Little
Dragons**
3 - 4 years old



**Mini
Ninjas**
5 - 7 years old



**Junior
Martial Arts**
8 - 11 years old



**Teen
Martial Arts**
12 years old plus

Taijutsu - Karate - Muay Thai - Brazilian Jiu Jitsu - Self defence

WWW.ZKSMARTIALARTS.CO.UK

Telephone - 01296 392630 - Email - info@zkma.co.uk

MISSED CLASS FAQS

If your child misses their class, we would like to offer members paying our "Standard" membership the opportunity to attend another class in the same week if we can facilitate this.

This does not apply to members on ZKS MA premium membership as we cannot offer multiple alternative classes. Refunds will not be available for the missed classes as per our payment terms and conditions.

We understand that people's circumstances can change during the month, and to help with this going forward, we would like to offer an alternative class for your child in the same week, space permitting.

HOW CAN I DO THIS?

- ZKS MA requires a minimum of 24 hours' notice with the reason for not being able to attend ZKS MA class.
- If your child/children cannot attend their scheduled class, inform ZKS MA by emailing admin@zkma.co.uk or using the message function on our member's area. We aim to get back to you within 48 hours of your message or before the alternative class.
- We will endeavour to offer your child/children an alternative class within 6 days of the missed class. For example - if your child/children cannot attend their usual Monday class, we will find them another suitable class before the following Monday.

WHAT IF THE ALTERNATIVE CLASS IS NOT AT AN IDEAL TIME AND LOCATION?

ZKS MA will offer the nearest suitable class, with availability, on our timetable. However, if you cannot accept the alternatives, unfortunately, we will not be able to resolve the missed class and look forward to seeing the member at the next session.

WHAT IF THERE IS NO SPACE IN AN ALTERNATIVE CLASS FOR THE SAME WEEK?

- Where possible, we will offer an alternative class, but due to safeguarding reasons, we cannot breach our maximum class capacity. Therefore your child/children may not have the option for an alternative class and will return to their normal scheduled class the week after.
- A refund will not be available for the missed class as per our payment terms and conditions.
- Please do not bring your child to any alternative class they are not assigned to; the instructor reserves the right to ask your child/children not to attend the class if they feel they cannot accommodate them.
- ZKS MA staff are not responsible for unattended children, per our class attendance policy.

WHAT IF I CANCEL WITHOUT INFORMING ZKS MA?

- Where notification is not received within 24 hours of the scheduled class, we reserve the right not to offer another class option for that week. Your child/children can return the following week to their scheduled class. A refund will not be available for the missed class as per our payment terms and conditions.

WHAT IF MY CHILD CAN NOT ATTEND A CLASS DUE TO ILLNESS?

- If you have informed ZKS MA your child/children is/are unable to attend their scheduled class due to injury or illness, we ask that they do not attend until they are symptom/injury-free and well enough to train.
- In the event of this happening, we will offer an alternative class within the week they return, if there is space in a suitable class, as well as their normal scheduled session.
- If there is not a place available, then your child/children can return to their scheduled class.
- A refund will not be available for the missed class as per our payment terms and conditions.
- If your child is expected to have an absence of up to a month, we can pause your child/children's membership for that calendar month and keep your child assigned to the class register.
- If your child is expected to be off for a longer duration than one month, we can pause the membership payments, but we will take them off the class register to allow us to offer a place to those on the waiting list.
- When your child can return, we will endeavour to put them in the same class schedule; however, we cannot guarantee your class allocation upon their return.

THE INSTRUCTOR TOLD ME THEY MUST CANCEL THE CLASS WHEN I ARRIVED.

- On extremely rare occasions, the instructor may need to cancel the class due to unforeseen circumstances. They will explain the reason and ask you to contact the admin team to organise an alternative class per our missed class policy.
- In the very rare event that we have less than 4 participants attending any of our classes, our instructors reserve the right to cancel the session. This is due to our lesson plans not being applicable as we do not structure them as private lessons (up to 4 participants). We will endeavour to run the class, but if for whatever reason the class is not running, please contact our admin team, admin@zksma.co.uk, and we will try and offer you an alternative in line with our missed class policy.

WHAT DO I NEED TO DO TO CHANGE CLASS?

- If the current class is no longer ideal for your circumstances, please contact us so that we can discuss the other class options available.
- Please do not bring your child to any alternative class they are not assigned to as the instructor reserves the right to ask your child not to attend the class.

ALTERNATIVE CLASS REPLACEMENT & CLASS CANCELLATION POLICY

- ZKS MA cannot invite students to make up a missed weekly class in the event of a class cancellation. This could be due to unavoidable circumstances such as vehicle breakdown, adverse weather conditions, below minimum class numbers, acts of God etc.
- Instead, ZKS will endeavour to offer your yearly allowance of classes met (39 classes per year). In some cases, ZKS MA classes may run during the school holidays to make up for any disparities to whole class groups or if applicable, offer an alternative class where space is available within 6 days of the missed class.
- If ZKS MA is not informed by a parent or member 24 hours before a planned missed class due to illness or other engagements, ZKS MA will not offer an alternative class.
- ZKS MA will not refund payers for missed classes for any reason, including holidays, sickness etc. - ZKS MA will not refund payers for cancelled classes but will offer an alternative within 6 days of the missed class.
- ZKS MA will try and offer an alternative class by phone, email or through the member's area where space is available within 6 days of the missed class. An alternative can be offered if ZKS MA has had a written request from the member or contact via email or by members area message with 24 hours' notice before the missed class.
- ZKS MA does require confirmation if you wish to accept the alternative so that we can inform our team of instructors to help plan accordingly.
- If ZKS MA is not informed by a parent or member 24 hours before the new alternative class for the original missed class, ZKS MA will not offer to roll over the alternative class.
- We do keep a record of member attendance for the safeguarding of members and staff at the time of the class. We do not track or follow up on absent members and it is up to parents or the payer to inform us if you wish to pause or cancel membership in line with our cancellation policy.