



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

WWW.ZKSMARTIALARTS.CO.UK

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

Welcome to ZKS MA

Thank you for registering your interest in our classes. Now that you have booked your trial and added your details to our member's area, you would have been asked to agree to our terms and conditions so that if you decide to sign up, you can continue to use our member's area. We would recommend that read them as you will be made aware of our payment structure. You can also find information such as "frequently asked questions" and what we do and offer on our website, www.zksmartialarts.co.uk.

ONLINE HELP AND CLASSES AT ZKS ONLINE

We now ask that you register to our online platform so you can attend the 'Welcome to ZKS' course. This will be **free of charge**. Please allow at least 15 minutes to complete this course which will give you all the information you need to support your child to join ZKS MA. The course involves watching some videos and dialogue from our Head Sensei. Please click the link to attend the course and **PLEASE ENROL USING YOUR CHILD'S NAME** rather than your own.

<https://zksonline.thinkific.com/courses/welcome>.

We hope you will encourage your child to watch the course with you, so they get to meet their new Sensei (instructor) before they turn up to class. If you complete this online course, we will offer you the rest of the calendar month with free lessons worth up to £30 (your start date will be taken from you book your free trial via our member's area).

If you do not decide to complete the course, you will still receive 1 free trial class. Please complete the course for your other children too if you have registered more than 1 child but you will need a different email address per child.

In the future children will be encouraged to participate in our online classes to do extra weekly training, so please do keep checking our newsletter when online classes from home will be available.

Please "Like" our Facebook Page '[ZKSMA](#)' as this will remind you of important dates and keep you up to date with all that is going on in ZKS, including offers and events coming up. Please also befriend us at 'Zks Martial Arts' to send us personal messages if you need to. However, it's best to contact us via our member's area.

ON THE DAY OF THE TRIAL

We have now booked you in for your child's lesson at the class indicated in our member's area and you should have received an email to tell you of your trial date. Your child's new Sensei (instructor) will be there to greet you. Please introduce yourself to the instructor a few minutes before the class and inform them if there are any injuries or medical conditions your child may have (particularly asthma and previous injuries) that might affect their training with us.

Please do discuss with us any special educational needs your child may have before they are due to attend their trial ideally via email with our administrative team. This will help us to let the instructor know if they need to amend lesson plans accordingly.

On the day of your trial, **no footwear is required on the mats as we always train in bare feet or ZKS grip socks**. We suggest bringing them in 'croc' or flipflop type footwear that can be easily slipped on and off before and after training and when using the toilet.


For hygiene reasons, students must wear footwear in the toilet although it is preferable for them to use the toilet before class to avoid disruption to class time so please remind them of this when you can.

Please note, that we have had to enforce a '**no spectator**' rule in all our classes this can be found in our safeguarding policy.


EMERGENCY CONTACT INFORMATION


To ensure that we can get in contact we highly recommend that you add any additional emergency in the unlikely event we are unable to get hold of you in the case of an emergency. Please log in to our member's area and follow the instructions below

Please ensure we have up-to-date emergency contact information in our member's area.

1.  Click on the member's icon.
2. Scroll down and click on "Add New Contact".

Please ensure we have up-to-date MEDICAL information in our member's area.

1.  Click on the member's icon.
2. To update medical notes, click the "View Student Profile" tab. PLEASE CHECK THE DETAILS.

 Click on the message function at the top of the screen. If your child or children are not able to attend a class. Please inform us of your reason for the absence as this is in line with missed trial class policy.

TRIAL MEMBER FAQS

CAN I JUST TURN UP FOR A TRIAL?

- Some of our classes are full and may have a waiting list and we need to know you're coming, as well as your contact details in an emergency. We take pride in making sure that we have the correct staff-to-student ratio and making sure students are supported.
- We would have emailed you a trial date and time and we look forward to seeing you so you must let us know if are unable to make it ideally a minimum of 24 hours' notice. We will reschedule you for the subsequent week's class.
- If you do not turn up for the trial and you have not informed us, we will try and contact you to make sure everything is ok.
- If we have tried to contact you after 2 consecutive missed trials or after 2 rescheduled trials, we will automatically cancel your trial place and offer it to the next person on the waiting list.

WHAT TO EXPECT AT THE TRIAL CLASS?

All our classes are 45 minutes (except Little Dragons which are 30 minutes) with a 15-minute window for the class changeover. Please see below.

- We will **NOT** be able to allow late comers to attend and we will need to lock the facility on the start time advertised on the timetable. We are not responsible for any member until they enter the hall and have been marked on the register.
- For various reasons, we do stop spectators from attending our classes, but you are welcome to ask the instructor to watch for the first lesson to make sure your child or children are settled in. (The instructor may also decline your request based on having more than one new member in attending their trial. This is for safeguarding our current members and staff.
- Ensure that they have been to the toilet at home or before class.
- It is best for trial members to come with a drink of water and in sportswear. We do not wear footwear on the mats but can always purchase our mat socks that can be found in [our shop](#). Our instructors will be pleased to greet you and will answer any questions you may have.
- We have allocated areas to place footwear and water bottles. Please make sure that members arrive with slip-on shoes as we are unable to help younger members. Please make sure that water bottles have only water and that they are named.
- Personal belongings and lost property. We cannot be responsible for any damaged or lost personal property. Please can you CLEARLY LABEL all belongings with the full name and not just initials as we have many members using the hall at any time.
- Each class has a maximum capacity of space. Members can only attend allocated classes and the instructor may ask you to leave if you are not on the register.

Leaving class.

We will have members waiting and ready at the stated finish time for the class. We will then give clear instructions on how to leave the facility.

- Members will be asked to wipe down or pack away any training equipment that has been used.
- Please ensure that you are there on time to collect the member. We will only have 5 minutes for handover at the end of class. Please be ready as we may need to call out the member's name for the collection.
- Please ensure that you check belongings are present and correct.
- Please leave promptly after collection to allow staff to prepare for the next class.

IF YOU ARE LATE FOR COLLECTION, PLEASE CONTACT US VIA INFO@ZKSMA.CO.UK AND WE WILL INFORM THE INSTRUCTOR ASAP. Our office line may not be manned 01296 392630.

WE'VE HAD A TRIAL; NOW HOW DO I FULLY ENROL MYSELF OR A CHILD IN ZKS?

- Log into your SmallShout account by clicking on our 'member's area'. Once you have logged on, click on 'account' to add your bank details. You will receive confirmation of what you will pay in the next payment at least 10 working days before the money is taken on the 1st working day of the month.
- You will be billed with a monthly membership for your one class a week is £31.50 per month per member (taken in advance by direct debit). So that you are aware we do operate our classes during term time only. For more information on our payment terms please contact us or [click here](#).
- There is a one-off £30 joining fee for each member to cover administration and includes a member's welcome pack. This is normally added to the first or second-month direct debit invoice for payment. The welcome pack is designed to offer the basic equipment (without the uniform), so your child has all they need to train with us in the early stages. Once enrolled, your child's membership pack will be delivered in class between 1-2 weeks after you enrol online so please ask Sensei for the pack when you bring your child to class.

WHAT ELSE DO I NEED TO KNOW?

We have a comprehensive programme, and we would suggest taking the time to read "Grading FAQs" for members attending our Mini Ninjas, Junior MA and Teen MA classes.

If you have any specific questions, we are more than happy to answer them! We will do our best to answer them straight away.
WE LOOK FORWARD TO MEETING YOU!

Thanks,

Sensei Ben Babbington and the team at ZKS MA.