



ACS MAGFA
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SUSPENSION, CANCELLATION OF TRAINING & PAYMENTS FREQUENCY POLICY

This policy refers to the following ACS MAGFA managed services:

- 1) ACS MARTIAL ARTS
- 2) ACS MINI NINJAS
- 3) ACS PEE PUNCHERS

Training with any of these services is secured by first completing an online registration form. Once we receive this online registration, a link for a monthly direct debit is sent via email or text to the client who completed the form. Clients who opt for one of the pay in advance packages do not require this direct debit link – see section below. Direct debits are collected by a third party on behalf of ACS MAGFA. There are no contracts; membership arrangements can be amended at any time, at your request, for reasons such as bank, date of payment change or prolonged injury/illness.

PAYMENT STRUCTURE: DIRECT DEBITS

With the exception of advanced payment packages, we only accept direct debit payments for training with us (pricing details to be communicated in person or by phone call with club secretary.)

These payments are calculated over a **48 week year**, taking into account Christmas and Bank Holidays, and then divided by **12 equal monthly instalments**.

This means that even though we are closed for 2 weeks at Xmas and bank holidays, payments must continue.

Please also note: that apart from the occasions mentioned above, we have classes during all School Half Term Holidays, and a reduced timetable of classes during the extended summer break.

PAYMENT STRUCTURE: ADVANCE PAYMENTS

In addition to direct debit we offer an advanced payment option of 6 and 12 months. These advance payments may be paid by cash or cheque. You may also pay by credit or debit card but you will incur a small service charge. [currently 2.9%]

Each carries a small discount off the standard monthly price (pricing details to be communicated in person or by phone call with club secretary.) Like our direct debit payment structure, these prices are calculated to include bank holidays etc. You may not carry months over. For instance, a 6 month package started in April will run until September and includes August, even though this may be a holiday period for you, your plan runs the same as the monthly direct debit plans. We need to budget and secure payments over 12 equal months.

PAYMENT SUSPENSION

Suspending your training with any ACS MAGFA service for medical reasons, is permitted for up to 3 months. Requests for long term payment suspensions must be accompanied by a medical note or other evidence. **Any member who cancels their direct debit without notifying us first as to why, will be required to pay a £20 administration fee per member, plus £5 per member to re-establish insurance/membership if, they decide to rejoin.**

By cancelling payments, members are effectively cancelling their membership.

ACS MAGFA also reserves the right to cancel memberships at any time. Members who pay, but who do not attend for 3 months and have not been in contact with the club, may have their membership suspended and payments cancelled.

No refunds will be authorised as payments made have secured a training place at your selected training programme/class type. **Again, there will be a £20 administration and rejoining fee should a member wish to restart training, assuming there is a place available in their chosen class.**

Please note for insurance purposes we need to be fully aware of the number of students we have training, so it is very important that you advise the club if you decide to suspend or cancel your training. Note that no refunds can be made for any missed classes prior to the date of cancellation.

INSURANCE (ALSO REFERED to as MEMBERSHIP)

All students training with us are required to have martial arts insurance/membership. This insurance/membership is renewed annually per student, and is an integral part of the original online registration application.

MARTIAL ARTS | SELF DEFENCE | BOXERCISE | BOXFIT | DODGEBALL | KIDS GAMES CLUBS | KEWAP | KIDS FENCING | BOLLYWOOD FITNESS

<http://www.acs-magfa.co.uk> | <http://www.acs-martialarts.co.uk> | <http://www.self-defence.co.uk> | <http://www.acs-boxercise.co.uk>

THIS POLICY DOCUMENT IS MANAGED BY ACS MAGFA, THE SPORTS DIVISION OF ACS DESIGN & LEISURE.
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