



MEMBERSHIP POLICY



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Valor Combat Systems operates a 'Membership' payment system, effective from the 1st of each month only.

Each class is £6.50 up to the 1st of the following month from when a student commences. All classes are required to be initially pre-booked under the Pay As You Go option for new students via www.bookwhen.com/valorcombatsystems, until the Membership is in place. Our Membership details for payment will be sent via email. No student will be permitted to train unless they are pre-booked, no later than 24 hours in advance, via our Bookwhen website, including when the Membership is set up. We require every student to pre-book their classes, as this is essential for our register and continued Covid guidelines.

Should any student be unable to attend their regular class, we require you to cancel your booking via your Bookwhen confirmation email. If any student wishes to take the opportunity to catch up with a missed class, they are welcome to train at any of our alternative clubs throughout the week. Pre-booking is still required, if training at any other location.

The following information outlines the process in more detail: -

Purpose

The purpose of this policy is to enable Valor Combat Systems to have a streamlined approach with all payments for professional coaching services received and the Martial Arts insurance.

Objective

Our 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. The Membership may be cancelled by the payer at any given time. We respectfully require you to notify us promptly, if you decide to cancel.

Valor Combat Systems approach to Membership payment system

Valor Combat Systems values all their students and affiliations which operate across all of our clubs. The Membership payment system will reduce students/parents/guardians/significant others concerns re: payment of the classes and the Martial Arts insurance, therefore deterring payments falling behind. The process also enables security of payments and allows Valor Combat Systems to have protection for services rendered.



Policy

Students wishing to join will be sent an email to arrange their Membership. A Membership Licence form will be given to each student in person by their Sensei (Club Coach) which will need to be completed. This can also be downloaded from our website's Policies page found at the bottom of any of our website pages – www.valorcombatsystems.co.uk. Valor Combat Systems cannot set up a Membership on your behalf and is required to be completed via our Membership email invitation. We have a number of Membership options depending on how many classes you wish to train.

The Membership Mandate choices for your consideration are as follows: -

➤ **OPTION 1 – Students who train 1 class per week inclusive of the Martial Arts insurance. Online classes available upon request.**

Mandate will be £30 per calendar month payable on the 1st of every month to 'Valor Combat Systems'.

The prices are reflective of Valor Combat Systems two-week yearly break over the Christmas and New Year period.

In the event of a club cancellation, the student is welcome to train at any of our other classes held throughout the week, as an alternative.

The Membership will be non-refundable unless there are exceptional circumstances e.g. injury. 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. If any student is unable to attend their usual class, they are welcome to train at any of our other locations.

➤ **OPTION 2 – Students who train 2 classes per week inclusive of the Martial Arts insurance. Online classes available upon request.**

Mandate will be £55 per calendar month payable on the 1st of every month to 'Valor Combat Systems'.

The prices are reflective of Valor Combat Systems two-week yearly break over the Christmas and New Year period.

In the event of a club cancellation, the student is welcome to train at any of our other classes held throughout the week, as an alternative.

The Membership will be non-refundable unless there are exceptional circumstances e.g. injury. 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. If any student is unable to attend their usual class, they are welcome to train at any of our other locations.



- **OPTION 3 – Students who train 3 classes per week inclusive of the Martial Arts insurance. Online classes available upon request.**

Mandate will be £75 per calendar month payable on the 1st of every month to 'Valor Combat Systems'.

The prices are reflective of Valor Combat Systems two-week yearly break over the Christmas and New Year period.

In the event of a club cancellation, the student is welcome to train at any of our other classes held throughout the week, as an alternative.

The Membership will be non-refundable unless there are exceptional circumstances e.g. injury. 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. If any student is unable to attend their usual class, they are welcome to train at any of our other locations.

- **OPTION 4 – Family Membership Discount (applicable for minimum of 3 members per Family only) on any of the previous options.**

If any student wishes to train for an occasional extra class, the fee will be £6.50 payable through the Pay As You Go option via our Bookwhen online booking system: -

- www.bookwhen.com/valorcombatsystems

Should there be any difficulties with regard to the payment plan, please contact Valor Combat Systems via: -

- Telephone: 07794577797
- Email: info@valorcombatsystems.co.uk

Purchase of uniforms and/or any extras e.g. Valor Combat Systems rucksacks/holdalls, must be purchased through our online shop located on our website: - www.valorcombatsystems.co.uk/shop.