



Sky Sirens Studio

Terms & Conditions

This document contains the terms and conditions You agree to abide by when subscribing to a membership and purchasing credit, or attending the Sky Sirens Studio. These terms and conditions are subject to change from time to time. For the most up to date copy, please visit

https://skysirensstudio.co.uk/storage/docs/terms_and_conditions.pdf

Studio Rules

Sky Sirens Studio promote a fully inclusive and welcoming environment where everyone should feel welcome and comfortable. To enable this we have a zero tolerance policy to;

- Any bullying or unpleasantness towards any student, staff member or visitor
- Any negative talk or behaviour towards any minority, gender or ethnicity
- Any aggression, physical or otherwise, within the studio
- Any drug or alcohol usage within the studio
- Anyone under the influence of drugs or alcohol

If anyone is found to be in breach of any of the above rules, they will be asked to leave the studio and/or have their membership or credits revoked.

Health

When creating your Sky Sirens online account, you will be required to complete a medical declaration, attesting to your general fitness and wellbeing in order to participate in the activities on offer. You will also be required to review this every 6 months. However, if any of the details change before this period expires, please update these immediately by submitting a new medical declaration via your online account.

This is to ensure that the exercises you choose are suitable, safe, and effective. We also capture additional information that may be required in the event of an emergency.

If you have sustained any injuries, illnesses, or medical conditions, or if you feel there are parts of the class you are unable to take part in, you must notify your instructor. Any participation is completely voluntary. All information given to your instructor is completely private and confidential under data protection legislation.

Own Risk & Liability

All exercises are designed to enable students to experience different levels of intensity and duration of activities. As with all sport, our classes carry an element of risk. Therefore, it is important that you understand you may experience some bruising, abrasions or feel slightly sore for the days following the class. Your instructor will aim to minimise these risks with adequate warm up, cool downs and keep you continuously moving throughout the class, however, please note this is also your own responsibility. Overtime your body will become conditioned and these risks will reduce.

If at any point during a class you feel excessive pain or discomfort, please stop doing the activity and notify your instructor immediately. Please ensure that you do not use the equipment without the instructor present and available spotting if necessary.

All instructors are certified within the disciplines they teach from industry recognised bodies, as well as being first aid trained. They are also fully insured and regularly undertake continuous professional development.

You agree to release and absolve all liability against all parties involved, including Sky Sirens Studio and all staff members, from any cause of action, claims, or demands now and in the future. You will not hold Sky Sirens Studio or its staff liable for any personal injury, catastrophic injury which may occur on the premises before, during or after classes.

Personal Property

Any and all personal property brought into the studio is at your own risk. Sky Sirens Studio is not responsible for the loss or damage to any personal possessions and by bringing items to the studio, you are doing so at your own risk.

Memberships

Memberships are on a rolling calendar month basis, with your payment automatically being taken each month on the date your membership was originally created. Where this is not possible, due to the number of days in the given month, the payment will be taken on the last calendar day.

You are able to manage your membership through your online account, being able to upgrade or downgrade your membership, taking effect from the following. You are able to also manage your payment method this way as well.

Unfortunately, the date of the month your membership payment is taken is currently not amendable.

Each month as your membership renews, your credits will be reset, giving you the appropriate allowance depending on your selected membership level. Unused credits are not rolled over into subsequent months, so therefore, any credits not used come the end of the month are lost and no refund given.

If you wish to cancel your membership, you can do so through your online account at any time. Your membership will be valid along with any credits until the end of the current paid period. In the event of cancelling your membership, no refunds will be given for any unused credits.

Credits

Credits are purchased for a set amount of class credit. These credits are used in exchange for booking classes via the online platform. Purchased credits are valid for a set period of time, which varies depending on the option purchased. Once the period has expired, any unused credits are lost with no refund issued.

Class & Event Booking

All classes and events are to be booked online except for 1-2-1 sessions which are to be booked directly with the instructor. All classes and event are booked on a first come, first served basis with no exceptions. To avoid disappointment, we recommend booking as early as possible. Classes can be booked up to 30 days in advance.

Participants will share equipment, unless the class is quiet, in which case they may have their own apparatus. We encourage sharing equipment as this provides an opportunity for a short rest between moves and also partners can provide spotting, encouragement and aid.

Sky Sirens Studio reserves the right to cancel any class or event at their sole discretion. If this should occur, then you will not be charged for the class or event, and any monies or credit shall be refunded back to you in full.

Class Cancellation

If you have booked into a class that you are no longer able to attend, you are able to cancel via the online platform. Doing so within 24 hours of the class start time will refund your credit in full. If cancelling your participation within 24 hours of the class start time, no credit refund will be issued.

In extenuating circumstances please contact a member of the Sky Sirens team to discuss.

Refunds

In the event of a monetary refund, the funds will be credited back to the original method of payment only.

Attendance, Lateness & Absence

Students are required to arrive at the studio 10 minutes prior to the start of any session. This ensures that you have adequate time to prepare for the upcoming session.

If you arrive more than 5 minutes into a session, you will be marked as absent. This is because you may have missed essential safety introductions, session briefings and necessary mobilisation, which means it would not be safe for you to participate. You will be asked to leave the session and any monies or credit will not be refunded as a result.

If you do not attend a session for which you are booked into, you will be marked as absent, with no refund of monies or credit. If, however, you feel the reason for

your absence is due to extenuating circumstances, please contact a member of the Sky Sirens team.

Once your class has finished, please leave the apparatus area in a timely fashion so that your instructors can prepare for the next class if applicable. The studio does have a lounge area and cloak room facilities if you are not ready to leave immediately.

General

The below are additional rules and guidelines which we expect all students and studio visitors to abide by;

- Only proceed on an apparatus if advised to do so by an instructor
- To follow all instructions given by an instructor or member of the Sky Sirens team
- Not to intentionally damage or interfere with any of the equipment
- Any self-practice undertaken outside of the studio is at your own risk
- No vaping or smoking with the studio
- Students are expected to wear appropriate attire for the apparatus, which includes no jewellery to be worn on their hands or wrists
- Casual observers are not permitted
- Students are welcome to bring babies whilst they are pre mobile, however they remain solely the responsibility of the student.
- We advise students to bring a form of hydration when attending a session, however we will also have drinking facilities available.
- All hot drinks and food must only be consumed whilst in the lounge area for the safety of yourself and other students.

Filming & Photography

When attending your first session at the studio, you will be required to complete a videography and photography declaration. During sessions and events, we take photographs and videos of participants to share the studios positive atmosphere and help update student's progress with visual evidence. By which incidentally, some photographs may capture your participation, directly or indirectly.

These photos may be published through our website, social media pages, news bulletins, and ads.

With this in mind, we seek for your consent in allowing us to publish photos which may involve you to these said platforms. You are, however, under no obligation to consent and can opt out should you choose to.

If you are taking your own photos;

- Please do so when instructors are not teaching.
- Please be mindful of the people included in your pictures.
- If you are wishing to post your pictures on social media, either avoid capturing other people, blur other people out or seek their permission to post.

Children's Classes

We do not have capacity for all parents to stay, and we do generally find that the children actually work and focus better without parents present, so we ask that children are dropped off for classes and picked up after. However, if you feel there is a necessity for any reason to stay during classes, medical or otherwise, please do discuss this with a member of the Sky Sirens Team.

Safeguarding Charter for Pole and Aerial Studio

This safeguarding charter outlines the responsibilities and expectations for all individuals within the pole and aerial studio environment to ensure the safety and well-being of children and young people.

Safeguarding Guidelines

Children who are not participating in classes must always remain in the designated sofa area.

Children are the sole responsibility of their parents or guardians while on studio premises.

Any concerns that identify a safeguarding risk will be referred to the appropriate authorities or safeguarding officer for further action.

This charter is in place to promote a safe and secure environment for all participants and visitors. Compliance with these guidelines is mandatory to ensure the protection of children and young people.