

- ***What if am I late?*** At the start of your course, you will be added to your Class Whatsapp group. Please use this group to communicate to your instructor you are late.
- ***What if I can't come to a class I have purchased?*** Use the WhatsApp group to let your instructor know you will not be able to attend and fill the ClassBack form to register your class back. Remember you can claim one class back per month. You have 30 days expiration time from the missed class. It can not be taken in advance and it has to be taken in another class of the week, except the same class you normally attend. Please check **Terms and Conditions** to find all the info.
- ***What if I can't come to a plan I have purchased?*** You have 6 days after your monthly course has started to cancel and get the money as credit. Please email us. If you notice you are leaving after this period we can't guarantee the money as credit. Credit expires after 12 months of no use. Please check **Terms and Conditions** to find all the info.
- ***What if it is raining?*** Take your umbrella and your skate bag, stay smiling and come to our class anyway! We have got a rain safe place to run our class, located in Vauxhall Car Park. During the summer we also go to Royal Oak, LondonBridge or King's Cross that also have undercover places to skate. We do recommend that you keep an eye on your WhatsApp group though. They will inform you where to run the class.
- ***What if I fall during the class?*** Surprisingly beginner skaters do not fall a lot. Beginners fall less than the Intermediate level. At the first level, the speed and demand for tricks and techniques we teach you won't put you at risk of falling. Our instructors spend a considerable amount of time teaching you techniques that will allow you to skate safely and be able to control your speed in a variety of situations. We recommend that you use protective gear and follow our mantra: Bend Your Knees. The more you bend your knees, the lower your gravity centre will be. In turn, the easier it will be to maintain your balance. If you stay low and you do have a fall, it will hurt less as you have less distance to go down. At LSLife we can't insure against falls, you but we teach you the best ways to avoid falls and the technique about how to fall.
- ***What if I don't have skates?*** Once you become a LStudent you will be entitled to a 15% discount on all skate products at Slickwillies shop (12 Gloucester Rd, South Kensington, London SW7 4RB). Email us if you aren't sure about what skates to buy.
- ***I've noticed you take a lot of pictures of your students. I'm shy and don't want my photo taken...*** While the pictures we take for our classes are mostly for internal report writing, we also use them for marketing purposes. We do know not everyone wants their photo taken. If you don't want us to take your photo, please let us know by email before the start of your course.
- ***What if you took a photo and I want to see it?*** Most of the time we share any photos taken in the class WhatsApp groups. Alternatively, follow us on social media by searching London skate life on Facebook or Instagram to see any photos we use for marketing.

- ***What if my feet hurt?*** Skates aren't shoes. They are designed to support more weight and let the wheel move freely. If you feel pain it can often be a question of time for you to break in your skates and for you to get used to them. If you still feel pain, check if you are using the right size boot and they are still fitting your feet as they should. A common mistake is to not tighten the boot properly. Many of our students have overcome the pain once they have learnt how to use the right technique and how to set up their skates effectively.
- ***What if I recommend your classes to a colleague or friend?*** Of course, you can bring your friends! If you do, you can bring them along to one free class. This can be done several times, with several friends, however. If your friend purchases metals plans or crystals cards we will give you 20% off your next purchase. This promo only applies for the first month of your friend's plan or card.
- ***What is better between group class or a Private Lesson?*** It depends on what you want to achieve and what kind of experience you want to have when learning how to skate. Courses are more affordable than lessons because you share a specific time and learning plan with more people with roughly the same level as you. Being part of a group of people can be fun and really motivational. Many of our students often meet up outside of classes to skate together. Private lessons allow our instructors to make a customised plan for you at the time you need. This allows you to focus on improving the specific techniques you need to improve upon to make you a better skater.

What if I can't come every week? In skating, like any activity, practice makes perfect. The more you skate and the more regularly you attend lessons, the quicker you will improve. We do offer crystaLS cards, though we often find students who attend sporadically learn at a slower pace as they do not maintain and improve upon the skills they learn in classes.