

I want to use my FREE CLASS but I have never skated. We only provide free classes for our group classes which start from Beginner level. ([Check the Video Test. You need to be able to pass all tricks in the video to join us as a Beginner](#)) If you have never skated, you are a First Timer and you need Private Lessons (additional cost).

I want a Private lesson for Free. We only provide Group Classes for FREE from Beginner Level up.

I want to start today, but we are in the middle of the month. If I pay 1 month, would my classes be 2 weeks in one month and 2 weeks in the following month? If it is your first time as a student with us, you have the freedom to join at any point in the month. LSLife allows a new student to pay for a prorated price to allow them to start on any day of the month, and not wait until the next. This option is only available for newcomers. If you are already with us and you want to get a half month because it works better for your schedule/holidays, then you should get a Drop-in Card instead, and attend the classes that best suit your availability.

If I pay now, when do my classes start? Our Classes are running from calendar month to calendar month, for the weekday you booked. If you start in the middle of the month as a new student, then you can pay a prorated price for the starting month, and then you can book and pay the following months in full.

I am not going to be able to come for 2 weeks in the current month. Can I take 2 classes back next month? If you miss 2 weeks from your monthly plan, unfortunately, we can't provide 2 classes back. We allow only one class back per month, which must be taken in the 30 days following the missed class, and in a different group.

I am going on holiday and I only want to book 3 weeks. If it is the First Time in the club, LSLife allows you to pay for 3 weeks only and not have to wait until the next month starts. This option is only available for newcomers. If you are already with us and you want to get a certain week(s) option because it works better for your schedule, or holiday plan, unfortunately, the monthly option is not for you. We can recommend instead to take a PAYG class or a Drop in Card, to attend the class at the time that best suits you.

I want to try only one lesson in a group class. If your level matches the requirements, you just need to fill out the class booking form and pay as you go. If you like our class, and you want to continue with the rest of the month, please email us.

I want to book my FREE Class after buying skates in Slick Willie's. The Free class conditions are as follows: 1. Only in a Group Class 2. It must be booked and cancelled in case you can't commit. 3. Group class is only from Beginner Level and up, we do not accept First timer level for this specific offer. We recommend you to take private lessons if you can't qualify as beginner. (Not included in the shop promo).

I missed my Monday class this month, can I get my class back next month on the same Monday class? Class back has to be taken in the following 30 days from the missed class, in a different class than the current group. In this instance, to have it back, it is required to pay the following month, aka be enrolled with us at the time of the class back.

I missed one class last month, can I pay less for the following month? Prorated price is only available for the first booking in the club. If you think you can't come in the first week of a month, you have the choice to pay for the full month and apply for your class back, but we do not accept prorated payments if you already are a student. You only can start half month in, third week in or in last week if you are a NEW student or having your Holidays (Can be claimed once per year).

I couldn't come to the first class of the month, and I missed another class because it was raining, and I didn't bring the skates to my office. Can I get 2 classes back next month? You have only 1 class back per paid month. We normally do not cancel our classes due to bad weather conditions and we provide a different and covered location for the frequent rainy days. Instructors post the updates of the location in the WhatsApp group chat, and you are always welcome to ask for class time and place info and clarifications in such group. We only can give you an extra class back in the same group if the cancellation reason is due to us. We do NOT cancel our classes due to weather conditions as we live in one of the rainiest cities in the world and we are committed in giving you the most reliable tuition possible.

I couldn't come to the first, second and third class, I am expecting my money back. Once you enrol in our classes, you accept our terms and conditions. Our cancellation policy: You have 6 days after you have started your monthly course to cancel and get the money as credit. To do so, 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.

I purchased a Platinum Plan; I didn't miss any classes in my first month but I missed 2 classes in my second month. Can I have 2 classes back? No, please remember that you have one class back per month. It must be taken anytime in the following 30 days from the missed class and not after. Mind, it has to be taken in a different group class than the missed one. If you didn't miss any class in a month, that doesn't give any extra class back for the following month. You are already using a promo that saves you money, but the months are treated the same as if you were paying month after month.

I purchased Platinum Plan (I have saved money paying 3 months in advance) but I can't come for the third month. If you ask us to cancel during the second month in, and we can cancel the third month, we keep £10 to equal the monthly difference to convert the plan from Platinum into a Bronze. We do not provide the rest of the money back, but we leave it as credit for 12 months.

I booked a private lesson for tomorrow 11.00 am 22/06/2021 but I can't come

- If you tell us at 10.00 am on the same 22/06/2021 you won't get money back. We need 24 hours notice minimum, to cancel, in order to refund your payment.
- If you tell us at 10.00 am on the 12/06/2021 we can guarantee your payment as credit for a future time.

You have every right to not attend a booked private lesson, may it be due to a GP booking at the same time, an injury, sickness... any reason. We understand, but our cancellation policy is there to protect our instructors as well, as they organise their schedules to provide you that specific time. The instructor has already cancelled his/her own personal plans, he/she might have already travelled to the lesson location, has refused other private lessons, that's why it is

important to cancel at least 24hours before. In case you do not cancel at this time, LSLife will pay the full amount to the instructor.

I want a private lesson tomorrow. Depending on the week, we can provide a private lesson on the same week the student is asking for. But 24h, is not enough time for us to make the booking. The private lesson requires a minimum booking process: Payment, Coordination between Instructor and Student availability and this process sometimes takes more than 1 week due to our high volume of bookings. We recommend you plan a private lesson at least 1 week in advance.

I want to have a private lesson near my house on a precise date. Depending on the week, we can provide a private lesson on the same date and location the student is asking for. Our private lessons are based in Central London and if you wish to have the lesson in an extra location out of central London, we recommend you to make the booking more ahead of time to find the right instructor. Also, the price of the lesson will be calculated for the specific location. We recommend you book a private lesson at least 2 weeks in advance to guarantee the best service.

My kid is 9 years old and I want to go with her to my group classes. Unfortunately, our group classes don't mix adults with kids. If your child is Beginner or Intermediate, he/she can take classes for kids.

I have recommended your club to 3 of my friends. You can invite them to try our classes for Free once per friend, and if they enrol in our plans or cards then you will get 20% OFF your following month. (Can be redeemed once per each friend)

I am getting bored in the classes; they are too basic for my level. Each group shares 2 different levels, be patient and communicate to your instructor your expectation so you will use the classes to improve towards the next LStage.

I have paid for 1 month of classes so I will attend as many classes in that week as I like. If you have paid for 1 month of classes, you only can go to the same weekly class in that month. We work as calendar months, so if you purchase a 1 calendar monthly course then you only have the same one class per week during that calendar month. If you wish to change, you have to email us. And we will move you to another group class on the following month (it depends on availability)

I want to come only in December or January. In LSLife we don't have Half-Months plans unless you are new in the club. In any other case, every month is fully paid at its beginning. We do not provide any prorated payment if you already are our student. December and January are different because of our Christmas break, as we do not offer group classes from the third week of December until the second week of January (both weeks included with no classes). In this specific instance we offer the possibility to book December or January as half month for anyone that wishes just one without the other.