



LONDON•SKATE•LIFE

TERMS AND CONDITIONS

(Updated Version from April 2022)

*By subscribing to a service, you confirm that you have read and agree to our Terms and Conditions. (revised and updated periodically)**

1. Group Class:

- 1.1 **Calendar Month:** Our group classes are based on calendar months (11 months per annum. the First half of December plus the second half of January are considered 1 month), not individual week classes (drop-in card or PAYG).

- 1.2 **Booking:** We recommend you pay 1 week before the month starts to secure your slot. Your instructor will add you to the class WhatsApp group. The payment is held until the month has finished or the private lesson has been concluded satisfactorily. We do not accept cash.

- 1.3 **Group Classes:** Monthly Plan and Drop-in Cards
 - 1.3.1 **Monthly Plan:** this has been made for you. Your attendance is strong as MetaLS. You have up to 5 different **metaLS** based on the number of classes per week or the length of your subscription.
 - 1.3.1.1 **Bronze Plan:** One class per week for one calendar month for £60. You are eligible to have 1 class back per paid month
 - 1.3.1.2 **Silver Plan:** Two classes per week during one calendar month for £100: You are eligible to have 1 class back per paid month. Additional weekly classes can be added at a cost of £50 each.

- 1.3.1.3 **Gold Plan:** Three classes per week during one calendar month for £150. You are eligible to have 1 class back per paid month.
- 1.3.1.4 **Platinum Plan:** One class per week for 3 months in a row for £150. You are eligible to have 1 class back per paid month. Cannot be used for nonconsecutive months. with 1 class back per month.
- 1.3.1.5 **Iron Plan.** Family or Couple pack. £100 for 2 people per month. Both must attend during the same month. 1 class back per person.
- **Reason to cancel:** injury or emergency (send the proof of the GP). Holidays cannot be used as a reason for cancellation but you will be able to transfer your month to a drop-in card or a private lesson or hold the money as credit. You must email us within 6 days after each month starts to notify us of this modification. After this period, we won't be able to transform your payment as credit for 12 months.
- **Postpone:** You have to email before the month you want to postpone and make a payment of £10 to transform your ThreeMonthPack into a normal month.
- **Bank Holidays:** The UK Bank holidays won't provide classes, and months with 5 weeks and Freedays will compensate for these missing classes. We consider LondonSkateLife as a school where the classes are dependent towards to achieve the next LStage. It is for this reason that we can recur to this paradigm to set our yearly timetable.

- 1.3.2 **Drop-in Card:** Maybe your rota changes every week, and you prefer to choose which class to attend each week. Your attendance is fragile as Crystal. It allows you to come to 4 classes in the period of 3 calendar months.
 - Class must be booked 48 hours in an advance filling **drop-in card Form**
 - Subject to availability, possessing a drop-in card does not guarantee a slot in the class - classes are limited to 12 students
 - Cancellation of the class must be done 24 hours in advance. Fill out the drop-in card form.
 - The card will expire 3 months after first use (first week of purchase)
 - Freeze/Extend the card:
 - Reason Injury or emergency (send the proof to the GP). Holidays cannot be used as a reason for cancellation. December and January are the same months so it will be 30 days, not 62. If LSLife cancels one of the classes and you can't come to another option, your card will freeze until we re-start the classes.
 - Postpone: You have to email us. We will freeze your card until you come back and the time and classes back you had left will be restored.

- **1.4 Prices:** Group classes generally start in the first week of the calendar month which will be charged at the standard monthly price. Exceptionally on your first time in the club, Group classes can be joined after the first week of the month. *FundamentaLS/Specials*. Only Bronze Plan to claim prorated option

PRORATED MONTHLY PLAN
ONLY IF IT IS YOUR FIRST TIME IN THE GROUP CLASSES

1 FUNDAMENTALS CLASS COSTS £25
1 SPECIALS CLASS COSTS £38

PLEASE ADD *YOUR NAME+PRORATED* AS PAYMENT REFERENCE

4 WEEKS LEFT		3 WEEKS LEFT		2 WEEKS LEFT		1 WEEKS LEFT	
FundamentaLS	£51	FundamentaLS	£41	FundamentaLS	£31	FundamentaLS	£75
Specials	£71	Specials	£61	Specials	£41	Specials	£100

MONTH OF 5 WEEKS 1 CLASS + FOLLOWING MONTH

Transfer between classes: If you start a month with a class, you can't apply for a transfer in the middle of the month. We will process your request and let you know if the change is possible. If your transfer is because you have upgraded your LStage, you have to wait until next month.

Group classes can only be changed once a month - our drop-in card gives you the flexibility of attending any group class at your level or below.

- **1.5 Cancellation:**
 - Cancellation of monthly group class bookings must be done within 6 days of your first class.
 - Any attended class will be subtracted from the payment on a pro-rata basis, the remainder will be kept as credit for 12 months
 - Credit is transferable to other students or can be used to purchase other services
 - LSLife reserves the right to cancel any group class which will be refunded pro-rata for further months or services as credit.
 - Credit is held for 12 months of no use.

2 . Benefits:

- 2.1 **Free class/Discount:** All of our students (new, current and old) are entitled to one free class per month in which a friend can be recommended (they need to use the Students LS CODE) to try any group class of their level or below for free. If your friend enrolls in one of our group classes you will receive a 20% discount on a future purchase and they will get 10%. Recommendation discounts are limited to 1 per person, So find as many friends they want to skate with. Also, the Purchase of skates at Slick Willie's will entitle you to one free class in the last week of the calendar month/
- 2.2 **Class back:** Please find our CLASS BACK FORM to specify which day of the week you will have your class back. All group class students have access to one class back per month with which they can recover any missed classes by attending another group class of their level or below. Class back expires after 30 days of the missed class, is non-transferrable and must be used on a different day of the week. Kids, specials and some group levels do not have class back. If you are already registered for all of our weekly group classes at your level, you will not be eligible for a class back at your level. You can't apply for the class back if you have not paid the month you are applying for the class back.
- 2.3 **Slick Willie's discount:** all of our group class students can use their membership card at a Slick Willies skate shop in London for a discount on products. Other students must email us to request a discount code that changes monthly.
- 2.4 **FreeDay:** Once a month, you can have an extra class for Free. We normally provide it on a Friday evening and it is taught by one of our instructors. We have a FREE DAY form to control the attendance.
- 2.4 **Opening new group classes:** If there is no skating group in your area, London Skate Life will open a 4 student group if you have 3 other people that want to learn to skate with you.

3. Private Lesson

- **3.1 Private Lesson Enrolment Form:** You will be asked to provide information including level, hours, times, and location
- **3.2 Your payment:** Make your payment to guarantee your booking and secure your time slot. Please use the same name used in the email you sent us as the payment reference. Your booking will be processed by our booking system and shared with our instructors. An appropriate instructor will be assigned to your booking. They will create a WhatsApp group chat with you to schedule your class. Your payment will be held until the month has finished or the private lesson has been concluded satisfactorily. To guarantee a better system, you always can send the screenshot of the payment to our email.
- **3.3 To book further lessons** you can repeat your payment a minimum of 48h in advance to secure the lesson and please discuss this with the instructor in the group chat. Any communication outside of the group chat or any attempt to bypass London Skate Life is prohibited and not covered by our services or insurance.
- **3.4 Location:** Our location fees are based in Central London. Classes requested for a zone 2 location incur an additional fee of £15 with a £5 increase per each subsequent zone. You can work out which zone you are in using a [tube map](#).
- **3.5 Cancellation:**
 - You have 24h before the lesson starts to cancel and hold your money as credit and you can use it for other students or transfer it to other services: Drop-in card, group class. If you do not communicate on time, we cannot guarantee your money back.
 - LSLife reserves the right to cancel the private lesson if any instructor is not available. We will hold your money as credit or refund you in full.
 - Preferable date and time: If we are not able to find an instructor for your preferred private lesson time, we will hold your money as credit or provide a full refund.
 - Credit is held for 12 months of no use.
- **3.6 Level:** Our private lessons are based on Level. First Timer and Advanced levels require a high understanding of the student's learning, and additional preparation time by our instructors, which is reflected in the price of the class.
 - Lower Level: If you tell us you are a Beginner to avoid paying more and later we find you are a First Timer, you will be liable to pay an additional fee. First Timers require more instructor experience, attention and focus.
 - Higher Level: If you tell us you are a beginner and we find that you are more advanced, you will be liable to pay the appropriate fee for your level. [There is an additional £10 per subsequent level after Beginner.](#)

4. Communication

- 4.1 Email: Please use londonskatelife@gmail.com to communicate.
 - Payments
 - Level test
 - Information Request
 - Trips/events
- 4.2 Booking/ Google Forms:
 - Class Back
 - Drop-in Card Class
 - Trips Attendance
 - Clothing
- 4.3 WhatsApp group
 - Share media
 - Chat with your group class
 - Notify you aren't coming to a particular **group class**
 - Re-Book a private lesson
- 4.4 Private Instructor message
 - Apply for your Class Back or through the form.
 - The extra notification also you are coming/not coming to a class you Cancel with 24 h notice before the **drop-in card class** or **private lesson**

We do not provide information or manage student issues through WhatsApp. Even if your question relates to a particular instructor, to guarantee the best service it's important to email us to register this information and guarantee our quality. We can keep a track of all conversations and student history. Easy to understand better each individual situation.

5. Payment and Credit

- 5.1 **Payment details:** We do not accept cash. Here is our Business Account so make sure you correctly enter our details and select business payee where required.
- Name: **German Moreno Agudo Biz. Acc: 84463102 SC: 60-83-71**
- **Ref:** Surname (same used in email communication with us)
- 5.2 Payment must be received in advance in order to guarantee class service activation.
- 5.3 Your payment is held until the month has finished or the private lesson has been concluded satisfactorily.
- 5.4 We do not provide refunds unless you have cancelled at the appropriate time. We will transform the money into a Credit that is held for a period of 12 months, you must use your credit in this period or it will expire.

6. Level:

- 6.1 Video: Everyone is different, and different students will advance at different rates. We do recommend that you spend some time in your group class before attempting to transfer to a higher level unless your instructor has told you otherwise. Once you are ready to increase your class level, you need to send us evidence of you completing the [relevant exam](#) - this should be sent by email and can be uploaded to any video sharing service.
- 6.2 Rookie-Lower Level: If you tell us you are Beginner to get into the group classes but you are a First Timer (it is the first time you have skated), we will ask you to take private lessons and use your payment as credit to pay for the required private lessons.
- 6.3 Pro-Higher Level: If we realise you have underestimated your level, we will transfer you to a higher LSStage group.
- 6.4 Attendance: Irregular attendance and no extra practice out of the class will not improve your learning. We understand that coming to our classes is 20% of your learning, but if you only come for one hour and you do not practice during the week, or you come to a few classes and skip months, we cannot guarantee your learning and your level.

7. Class back

- 7.1 Quantity:
 - 7.1.1 One class back per paid month - limited to 1 per month.
 - 7.1.2 Months with 5 classes, or group class subscriptions for less than 1 month are not eligible for class back.
 - 7.1.3 Non-accumulable, non-transferable.
 - 7.1.4 Must be used to attend a different group class of the same level or below, cannot be recovered in the same group in subsequent months.
- 7.2 Expiration: You have 30 days from the missed class date to claim your class back.
- 7.3 Enquiry: Ask your instructor to have the class back. Weekly timetables can be found on our website as PDF. Please note, the class back has to be taken after you miss a class, not before. You have a **ClassBack Form**
- 7.4 Availability: Class back is subject to availability, groups are limited to 12 students.
- 7.5 Validity: You only can use your class back if you have enrolled the following month. If you missed a class but you are not coming for the following month, you can't claim your class back.
- 7.6 No Class Back: Specials and Kids group.

8. **Rainy days.** London is a rainy city, we cannot cancel our classes when it rains. We will share the covered location in advance through our WhatsApp groups.

9. **Data protection:** We do not share your email, phone, photos, videos and personal details with third parties other than any parties requiring your information for the generation of discounts. The communication sent will be incorporated into a file for which GERMAN MORENO AGUDO is responsible. This communication will be used exclusively to process your data to meet your request, always in accordance with The Data Protection Act 2018, on data protection. Your data will not be communicated to third parties, except by legal obligation, and will be kept as long as you do not request its cancellation. At any time you can exercise the rights of access, rectification, portability and opposition, or if applicable, to the limitation and/or cancellation of the treatment, communicating it in writing, indicating your personal data by email to londonskatelife@gmail.com

10. **Social media (Signature required).** We take photos after each session to make our weekly reports (group class or private lesson) We may use this material for our social media accounts to continue sharing our community vibes and promote our classes. As paying for the service you are accepting these terms and conditions clauses, but if you do not want your photo/video on social media, **please email us at londonskatelife@gmail.com if you do not agree to the use of your picture on LSLife's social media accounts:**

11. **Equipment and protection:** The club does not provide skates. We recommend that you buy your skates from our trusted shop Slick Willie's using the % discount from your class enrolment. We recommend that you train outside of your weekly class schedule and that you warm up before the class. Use of protective gear is required (wrist, elbow, knee pads), and the use of a helmet is recommended. At the moment, due to the coronavirus situation, hiring skates is not an option.

12. **Risk:** By attending skating classes you understand that skating is a sport in which there are obvious risks of personal injury that are outside the control of London Skate Life. By attending classes you confirm that you understand that London Skate Life cannot be held liable for any personal injury caused to you while participating in any of our skating classes. By paying for any service you are accepting this clause.

13. **DBS:** In order to guarantee our best service for vulnerable students, our instructors are DBS checked.

14. **Liability Insurance:** The club is insured against injury and accidents during all of our skating classes. This does not affect the club's liability should an accident occur.

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