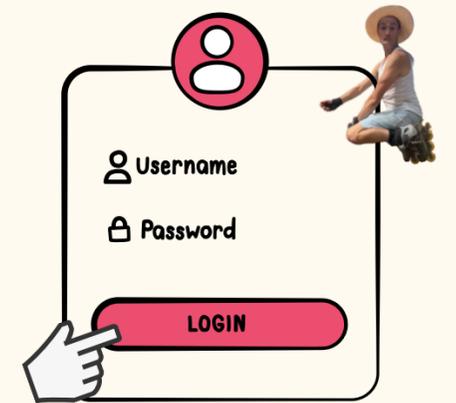


# GoLS TeamUp Guide

# My Account



It's time to share more about yourself. Your skating goals, skating experience and some extra info. In LSLife we use **GoTeamUp (GTU)** for managing all information, payments and bookings.

**GoTeamUp (GTU) > MyAccount**

Profile

Your personal information, level...

[GoTeamUp \(GTU\)>MyAccount>Profile](#)

My Learning Services

Your **active** and old passes

[GoTeamUp \(GTU\)>MyAccount>My Learning Services](#)

Registrations

The classes you have booked

[GoTeamUp \(GTU\)>MyAccount>Registrations](#)

Reservations\*

The Recurrent Bookings you have

[GoTeamUp \(GTU\)>MyAccount>Reservations](#)

Payments

The receipt of your payments

[GoTeamUp \(GTU\)>MyAccount>Payments](#)

Documents

Latest Terms and Conditions and GDPR

[GoTeamUp \(GTU\)>MyAccount>Documents](#)

Referrals

Your personal £5 referral code

[GoTeamUp \(GTU\)>MyAccount>Referral](#)

Notifications

Any update for your pass or class

[GoTeamUp \(GTU\)>MyAccount>Notifications](#)

# Schedule

Find THE UPDATED CALENDAR for our weekly group classes, you can filter by instructor, location, or type (level).

You can select the class and then buy the pass in the same window (view purchase options or go to Learning Services)

You can [book specific classes](#) or [a recurring booking](#) (book the same class every week in advance)

Once you have made the booking, you will find in Schedule,

the **Registered**

**GoTeamUp (GTU) > Schedule**

# On Demand

Find the level videos are required to be in each group level. If you have never skated you should be in LSO: First Timer. **Beginner/Intermediate/Advanced/Expert** require an exam. Watch the video and verify if you can do the same on skates

**GoTeamUp (GTU)>On Demand**

You can use the same pass for any level, so make sure you are booking the right class for your level

# Learning Services

BUY the [Group Classes Pass \(Schedule\)](#) or [Private Lessons \(Appointments\)](#)

1 upto 12 Classes >

You also can book:  
[GoTeamUp \(GTU\)>Schedule](#)

From 1 upto 12 Group Class Pass to used in 40 or 120 days

1 upto 3 students  
60/120min >

You also can book:  
[GoTeamUp \(GTU\)>Appointments](#)

From 1 upto 3 students in a private lesson for 60 or 120min

[GoTeamUp \(GTU\)>Learning Services](#)

# In case, you can't come

## CANCEL ONE GROUP CLASS

If you can't come on particular class (single booking or on class from your recurrent booking) you must cancel this booking within 5 hours before the class starts. No credit is refunded after this time.

GTU Account>My Account>Registrations>View class> Leave Class>Yes

## CANCEL YOUR RESERVATION

If you can't come on particular class (single booking or recurrent booking) you must cancel this booking within 5 hours before the class starts.

GTU Account>My Account>Reservations>Details>Cancel Reservation>Cancel Reservation

## CANCEL A PRIVATE LESSON CLASS

If you can't come to a private lesson, you must cancel your booking within 24 hours before the lesson starts. No credit is refunded after this time.

GTU Account>My Account>Registrations>View class> Cancel appointment>Yes

## PASS EXPIRATION

All passes have got **expiration time**. Make sure you will be able to attend all the classes in your pass before the expiration time. We are like gyms, the attendance depend on the student. We understand, there are many reasons (got ill, holidays, stuck at work, don't have skates, no programme well the transport...) to do not attend the classes, even more in winter, but we can't extend your pass if you had not use all the classes. Before getting a specific pass, check your monthly schedule to ensure you can use the pass fully before the expiration time. Like in a gym, if you can't go, you lose it. Like gyms, we don't provide the credit back or extend the pass if you can't use it for personal reasons .

LSLife offers enough classes every month to complete any pass. Our instructors go to the class based on the list of students provided by the system, so the minimum time window is 5h enough time to allow the instructors to re-make their plans or cancel the class if the amount of students is not enough to cover the costs of their time and transport.

Therefore the instructors salary its based on the attendance of the students, we can't cover the costs of all the students who don't cancel on time and they ask for the class back. We only provide extensions or classes back if its our fault, so we can extend your pass. Just email us if this is the case: [londonskatelife@gmail.com](mailto:londonskatelife@gmail.com)

# Store

We sell our merchandising through our different ways, you can find here what we offer and get our products using your own GoTeamUp account

[GoTeamUp \(GTU\)>Store](#)

## Forms and Waivers

You can find all the forms and waivers (terms and conditions) you have signed when you purchased any of our service to understand the rules of the club. Read the terms and conditions so that you know what you are getting yourself into our skating services. For example, if you were to take out a group pass or a private lesson, the terms and conditions, can help you to understand your options or claim you are entitle to do.

[GoTeamUp \(GTU\)>Forms and Waivers](#)

# Thanks!

see you in the next class!

If you want to ask more about  
LSLife Services reach us here  
[londonskatelife@gmail.com](mailto:londonskatelife@gmail.com)

We recommend  
you to read

**LStudent Guide**



Download  
GTU APP

