

## **1 Group Class (Schedule)**

### *1.1 Bookings and payments:*

1.1.1 Please make the payment in the window between 89 days and 5 hours before the start of the group class. We only process payments through GoTeamUp. We do not accept cash. To attend each group class you have to be on the instructor list.

1.1.2 **Cancellation Cutoff:** 5 hours before the start of the group class. Just click on the scheduled class and cancel it. No refunds will be offered for cancellations made less than 5 hours before the class. We do not provide your credit back unless you have cancelled in the required time frame. Your money is held as class credit until the expiration time. This time can only be extended through a specific agreement by the LSLife admin. If you have made the booking but you didn't show up or cancel within these 5 hours, unfortunately, we can't provide your credit/class back. Our instructors use the GoTeamUp booking list to organise the class. Imagine that this attendance list is with 3 students for whom 2 of you don't show up and the third made a late cancellation. The instructor has invested time and transport for a class and we need to look after and guarantee their work. You can find this information in our terms and conditions. Unfortunately, we do not refund credit if the cancellation has passed more than 5 hours.

1.1.3 No Booking but you are coming to the class. If you forgot to book the class through GoTeamUp, you have time to book another class in the future with the same instructor but do not come, so we will use the credit to pay your instructor. The instructor will check the list before starting the class, so please book on time (Before 5 Hours) to avoid any issues.

1.2 Attendance: You can come to any group class on Fundamental Technique or Special Discipline using any class pass. The only restrictions are:

1.2.1 *Level Requirements:* Our Students have access to all the group classes if the minimum level is achieved. A test video is available on the website. The student needs to perform the video at the required level. This information is available in the description of each group.

1.2.2 *Ratio:* Possessing a class pass does not guarantee a slot in the class. Classes are limited to 3 to 15 students per group class.

### **1.2.3 CANCEL:**

### **1.3 Group Pass:**

**1.3.1 Pass Expiration Time:** The pass you purchase begins on the date of the first registration in the group class. It means you have up to 38/39 days to use your pass. If at that time, you get ill or you are away, we can't provide you with any pass extension. During this time, your pass is active and you can claim your slick willies discount. In case, you fall and you get injured during the class, please email us: at [londonskatelife@gmail.com](mailto:londonskatelife@gmail.com), and we will hold your pass.

**1.3.2 End a Class Pass:** *If your pass has expired with classes left we do not provide any money back. You need to email us not more than 15 days after the class pass purchase.*

### 1.3.3 Exceptions:

1.3.3.1 In case, LondonSkateLife cancels the weekly classes you expect to come to, you are entitled to ask for an extension of your pass. Please email us at [londonskatelife@gmail.com](mailto:londonskatelife@gmail.com)

1.3.3.2 The class has been cancelled by the instructor your credit will be returned. You can apply for an extension time frame of your pass if you don't have another group class option during the week, like kids, weekend or east London classes.

## 2. Private Lesson

### 2.1 Booking and payments:

2.1.1 Select the time you might like and the instructor you prefer. Then make the payment using GoTeamUp. We don't accept cash.

2.1.2 Please make the payment in the window between 89 days and 36 hours before the private lesson is booked. We only process payments through GoTeamUp. We do not accept cash.

2.1.3 Expiration time: You have 6 months to take your private lesson.

2.1.4 Cancellation Cutoff: 24 hours before the private lesson starts. Just click on the appointment and cancel it. No refunds will be offered for cancellations made less than 24 hours before the lesson. Money will be kept as credit. Credit is held for a period of 12 months, you must use your credit in this period or it will expire.

2.1.5 *End a Private Lesson: If you are not longer interested in your private lesson, we do not provide any money back, but we can convert the lesson to another class pass type, or hold your money until you are able to get the lesson. You need to email us not more than 15 days after the private lesson has been purchased*

*COVID: Please DO NOT come to your lesson if you are positive for Covid-19. Please cancel using the system and inform us as soon as possible via WhatsApp or email to LSCrew.*

**3. 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 generating discounts. Congrats, you have found our hidden easter egg! On the purchase page, inside your account, use the code DINTU to get 100% off on 1 class for free (1C2M) or £6 discount on your first Private Lesson.

**4. DBS:** To guarantee our best service for vulnerable students, our instructors are DBS-checked.

**5. Liability Insurance:** The club is insured against injury and accidents during all of our skating classes/lessons. This does not affect the club's liability should an accident occur. By attending skating classes you understand that skating is a sport with apparent personal injury risks 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. ***LStreets events are excluded from this Insurance Liability.***

**6. Benefits:** Free day once a month, student referral codes, Slick Willie's discounts, and student discounts for trips, workshops and events.

**7 Don't forget the weather:** You live in one of the rainiest cities in the world. We cannot cancel our classes when it rains. We will share the covered location with you more than 3h before class time through our WhatsApp groups. Check the location in the group class schedule.

**8. Learning Time:** There are many individual differences between LStudents, different bodies, muscles, experiences, fears, goals, and time to practice. Irregular attendance and no extra practice out of 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. Wow! You read this far, on the purchase page, inside your account, use the code ZAK to get 10% off on any group class pass.

**9. Personal equipment:** The club does not provide skates. We recommend that you buy your skates from our trusted shop Slick Willie's using the 15% discount from your class enrolment. We recommend that you train outside of your weekly class schedule and that you warm up before the class. The use of protective gear is required (wrist, elbow, knee pads), and the use of a helmet is recommended.

**10. More info:** Find How to book manuals: [www.londonskatelife.com](http://www.londonskatelife.com) > **how to book**

*Thanks for learning with LondonSkateLife*

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