



Membership and Payments Policy



Kenbu Dojo Membership and Payments Policy

Introduction

This policy outlines how Kenbu Dojo ("We", "Us", "Our") handle memberships and payments throughout all club related matters. We are committed to protecting your privacy, maintaining your trust and confidence, and preserving your rights and freedoms by handling your memberships responsibly.

1. Signing Up

Each new member is entitled to 1 free taster session in any of the appropriate and available classes. This offer is not open to those who have already been a member previously or who are current members of Kenbu Dojo.

When signing up to Kenbu Dojo you are required to fill out a joining form. This form must be completed fully by the lesson directly following a taster session. Failure to return your form will result in not being able to take part in the class.

On signing up new members have up to 4 weeks from their first taster session, to decide if they wish to join and set up their monthly payment. (whilst paying £10 per lesson in the meantime) In which case they must then pay the joining fee. Which gives you membership to Kenbu Dojo for the remaining time of that calendar year, Insurance with BMABA (British Martial Arts and Boxing Association) and your uniform and white belt. Free Uniform is subject to change at any time.

2. Monthly payments

Monthly payments must be paid on the 1st of each month throughout the year. Our calendar month runs from January to December each year.

Monthly payments are charged at different rates depending on which class group you train. At present these rates are on a one class per week basis:

Beginners:	4-7 Years	£25.00 per month	45 minute lesson
Intermediate:	8+ Years	£33.00 per month	1 hour lesson
Ladies Only:	13+ years	£33.00 per month	1 hour lesson
Advanced:	14+ years	£37.00 per month	1 hour and 30 minute lesson



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If you wish to book on to a second class this can be done by emailing us at kenbudojo@gmail.com and requesting a space in a different class group. All fees above are charged at the same rate as the first lesson per month.

3. Missed or Late Payments for Lessons

Lesson fees are due on the 1st of each month, all year round. One month's notice of cancellation is required in writing sent to our email address (kenbudojo@gmail.com).

There is a £5 late payment fee for each payment not received within the first 7 days of the month. Then £5 each week until the end of the month.

If after 7 days the payment has not been received you/your child can no longer train in that class group until the balance has been paid, unless otherwise agreed with Kenbu Dojo directly.

Any payments not received a month after the due date will result in you or your child losing your space in their class group. In which case you would have to contact us to book back on to resume lessons.

In exceptional circumstances if arranged in advance with Kenbu Dojo, we can sometimes offer to pause your payments.

Our goal is to keep everyone training and taking part in this great activity. If for any reason you are struggling financially, please speak to your instructor directly and Kenbu Dojo will always do all it can to help and assist you.

Examples:

- a) John has forgotten to set up his automatic bank transfer and it is now the 10th of May. Kenbu Dojo have invoiced him for his usual monthly fee of £33.00 plus a late payment of £5.00. So, John will now need to pay £38.00 for that month.*
- b) Jane has not paid her child's monthly fee for a full month or responded to Kenbu Dojo's email and invoice, Janes child's will no longer be permitted to train in that class group and their name will now be removed from the register until payment has been made by paying the outstanding balance and booking back on by email. Availability of spaces is not guaranteed and in some cases a waiting list will be in place.*



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4. Class Closures

At Kenbu Dojo we are open all year round, however we can close for up to 8 sessions of the year in total per class group without replacements being offered. These closures are already calculated in our monthly fees. We aim to give notice of at least 1 week on any closures.

If for any reason we went over the 8 sessions of closures, extra sessions would be offered to make up for this. Or if we cannot offer a replacement, partial refunds would be offered.

Replacement classes will usually be at a different time or day to your usual class time.

We do not open on Bank Holidays and on these weeks, students are welcome to book on by email or text message to another class group that same week. These are run as replacement sessions and not closures.

On extremely rare occasions classes can close with little to no notice, this is usually due to problems out of our control. For example, halls being double booked by the owner when we arrive on site, sickness, extreme weather, issues with safety etc. Where possible we will always endeavour to offer a replacement option for this, if no replacement is available, it will be taken out of our annual weeks of closures.

5. Cancelling monthly fees or membership

If you wish to cancel your membership with us, please be aware you need to give one months' notice and carry out the following steps.

- A) Contact Kenbu Dojo directly in writing to inform them of your wish to leave and cancel your membership. Please ensure to include your/your child's name and what class/group you wish to leave, letting us know the reason.
- B) Pay any outstanding invoices and collect any remaining orders
- C) Kenbu Dojo will get back to you in writing to confirm receipt of your email up to 7 working days from email being received.
- D) Pay your final payment of the following month as per your one months' notice period.
- E) You/Your child may still train up to the end of their one months' notice period if you wish, however this is not required.



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- F) Cancel your monthly payments from your final payment onwards. Any overpayments cannot be refunded, as in doing so, you have kept your/your child's space open and booked for you.

We always welcome feedback on your experience with Kenbu Dojo, so if you do decide to leave us, it would be great if you could let us know what we did well and any areas that you feel could be improved.

If you have had any problems or concerns about you/your child's lessons, please see our complaints policy on how to register this and hopefully we can sort any issues out before cancelling your membership.

We also welcome any donations of equipment or kit that you no longer need or require when leaving the club. You are welcome to donate these to the club so they can support other students.

Example: John wishes to cancel his monthly fees, and it is the 8th of June, he must email us in writing to inform us of his wishes to terminate his membership. Once his following months payment goes through on the 1st of July, John should cancel his automatic bank transfer.

6. Cancelling an extra monthly fee

If you are training and paying for multiple lessons each week and wish to drop a session, please contact us in writing to inform us and the same one month's notice period as above applies to any dropped classes.

7. Joining Back with Kenbu Dojo

If you change your mind and wish to join back, this can be done in writing by emailing us directly at any point in the future. If you join back within 3 months of cancelling your membership, then you can sign back up (providing there is space available) without paying a joining fee. If you wish to re-join but more than 3 months has passed, you will be required to pay a new joining fee and fill back out a joining form as a new member (this does not affect your belt rank).



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8. Membership Revoked

If an instructor/student/member/parent has broken club rules, gone against our safeguarding policy, code of conduct, data protection, our equality and diversity or any other club related policy. Membership will be revoked immediately pending investigation by the Kenbu Dojo Board of instructors or if required the relevant authorities.

If an issue with an instructor/student/member/parent can be resolved or rectified, then a membership can be reinstated.

In the extreme case an instructor/student/member/parent is banned from the club, no refunds will be given for any lessons, membership, orders or events that have been paid for in advance.

9. Placing Orders

From time to time throughout the year Kenbu Dojo will take orders for equipment, sparring kit and uniforms. This is done in the following manner

- a) An order form is handed out at class and/or sent by email to be printed at home with a date it has to be returned by. If you miss this date your order will be stored until the next order date.
- b) Students/Parents fill out the order form with the items that you require, ensuring that you pay close attention to sizing options
- c) Place the order form in an envelope with the payment* enclosed. Any orders that do not include payment will not be processed.
- d) Write your/your child's name and class group on the front of the envelope including if you wish to have a receipt
- e) Hand your envelope to an instructor or assistant instructor at class
- f) When you receive your order, please ensure to check it and let us know immediately in writing if anything is missing, wrong or does not fit.
- g) All orders are non-refundable. However, if there is a problem with your items please let us know within 5 days from receiving your order from us and we can get any faulty items replaced.
- h) There may be a return postage fee charged on any returned items.
- i) Depending on stock levels of our suppliers, sometimes there can be a long wait for equipment, but if you are waiting more than 3 weeks for your order please send us an email to remind us, just in case.

***Payments for orders can only be taken in cash or cheque at this time.**



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10. Pay as you go

In some cases throughout the year you may wish to book on for some extra one off classes. For example it is coming up to a grading and you want a little extra practice. Providing space is available in the class group and it is arranged in advance. You can attend an extra session at a cost of £10 per session (£13 per session for any advanced class group)

We also run certain classes that are specifically pay as you go. This will always be made clear. For example; our sparring only class on a Saturday, that is a pay as you go basis, this is paid at the beginning of your lesson and no prior booking is required. The current cost of this class is £10pp.

11. Events

Throughout the year we run events both inside and outside of Kenbu Dojo. We may occasionally travel to events hosted by other organisations and depending on the event type, costs and timings will vary. Please ensure to read our notice boards and emails for full details on any upcoming events.

Once an event has been booked/paid for, it is non-refundable or transferable.

Events are sometimes limited in capacity or will have age or belt rank division splits on who can attend. This is to ensure the safety of our members in attendance.

If there is a final booking date on an event, this cannot be changed or altered

If you book on for an event and do not turn up, this is counted as an absence and is non-refundable or transferable.

12. Gradings

Throughout the year we hold between 2-3 official grading days within the club. These are for those who are ready and committed to grade for their next level. There is a separate cost to this should you wish to grade, and it varies depending on style/level.

In between grading days, progress is tested on an individual basis within classes and tips are awarded throughout the year between one belt and the next. There are no costs to this and is included in your standard monthly fees.



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Grading forms are given out prior to any testing and it is up to the student to decide whether they wish to go forwards or not for their next rank.

Please see our separate Kenbu Dojo Grading Policy for more information on gradings and what they entail.

13. Annual Club Tournament: (Compulsory event for all members)

This is our most popular and exciting event on the calendar but is the only compulsory event of the year and all members must attend.

If in the rare scenario you cannot attend, the participation fee must still be paid.

This ensures that the event can run each year and is fully supported by our members, as without all our members support the event could not happen. Our fees for this have not changed in the last 8 years and we aim to keep it affordable to all.

There will be preparation for this event in all class groups, and so all students will practice for this 6-8 weeks prior to the competition day. It boosts the club morale, improves the confidence of our members and gives a fair and equal playing field to test your martial arts skills.

14. Payments and fees to 3rd Parties:

If taking part in events or competitions outside of Kenbu Dojo, please note that all fees are charged by the association/group hosting the event. If in the case you have a problem, query or complaint, this must be raised directly with the organisers. Kenbu Dojo is not responsible for any outside events. This includes costs, how the event is run, health and safety, safeguarding, organisation etc.

15. Online Payments

As we attempt to roll into the digital era within Kenbu Dojo we will be trialling some event bookings online through our website. Please be aware that events booked are non-refundable. However, if you accidentally pay twice or too much, Kenbu Dojo can only refund the amount after charges have been taken from the hosting service for the payments. This amount can vary depending on the event, amount and charges.

Please keep a copy of any confirmation emails when paying for anything online. As we will need that information to process it with the 3rd party companies used to take a digital payment.

This information is subject to change, but we will update as any online system changes



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16. Elite Team Training

In years when we aim to take part in European or international championships. There is usually an application process to register your interest and an information day on what to expect and the costs involved. We offer up as much information as possible so you/your child can decide if it is the right thing for you.

Please note that while the selection process is open and fair to all levels, the training commitment for this is very strict to be at the level required for such championships.

Once signed up you are committing to the full programme of event preparation and designated time of the training. Eg. 30 weeks of lessons (time and amount will vary depending on event) These are available to be paid in one lump sum by bank transfer, or on a weekly basis in cash. Any missed sessions, regardless of reason, must still be paid for. If you drop out, or change your mind after week 2 of the training you must still pay for all training in full.

The level of individual and team planning alongside lesson planning and paperwork is substantial for this type of training and so any drop outs will need to be paid in full.

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