



## Terms and Conditions - Private Roller Skating Coaching with Mel

### Session Packages

- All coaching packages must be used within 6 months from the date of purchase
- Sessions are 60 minutes in duration
- Packages are non-transferable and non-refundable
- Unused sessions will expire after the package end date
- All sessions will be held at The Skate Sanctuary studio at Mabgate Mills, LS9 7DZ
- Sessions include equipment hire if required.

### Scheduling and Cancellations

#### 1. Booking Sessions

- All sessions must be booked in advance via [skate@rollergirlgang.co.uk](mailto:skate@rollergirlgang.co.uk)
- Sessions are subject to instructor and facility availability

#### 2. Cancellation Policy

- 48-hour notice is required for all cancellations
- Sessions cancelled with less than 48 hours notice will be counted as completed
- Exceptions may be made for genuine emergencies at the instructor's discretion

#### 3. Rescheduling

- Cancelled sessions (with proper notice) can be rescheduled within the package timeframe
- Rescheduling is subject to instructor availability
- Sessions cannot be rescheduled beyond the package expiry date

#### 4. Instructor Cancellations

- If the instructor needs to cancel, the session will not be counted against your package
- A make-up session will be offered at the earliest mutual convenience
- In case of instructor illness or emergency, you will be notified as soon as possible



### **Client Responsibilities**

- Arrive on time and ready to skate
- Wear appropriate safety gear (helmet, wrist guards, knee pads, elbow pads) this is at your discretion as all skaters must complete a waiver of liability.
- Inform the instructor of any relevant medical conditions or injuries
- Follow all studio rules and safety guidelines

### **Payment Terms**

- Full payment is required at time of package purchase
- Additional sessions can be purchased once current package is completed
- No refunds for partially used packages

### **Package Extension / Add-ons**

- One-time extension of up to 30 days may be granted for extenuating circumstances
- Extension requests must be made before package expiration
- Extension fee of £30 applies
- If you have added the re-cap video option, you will receive a personalised video covering the key coaching points, skills and techniques covered in your session within 3 days of your session ending. This will be shared via our Google Drive for your private use only. You will have access to any videos for a further 6 months after the package end date.

The instructor reserves the right to modify these terms with reasonable notice to students.