



TERMS & CONDITIONS

We like to keep things simple, so here are a few key points to help you understand how we run things at Bai Lang Kickboxing Academy:

1 TUITION & PAYMENTS

- Tuition is paid monthly by Direct Debit through GoCardless at the start of each month.
- All tuition plans are based on a 4-week month (48 weeks per year). This allows for planned closures during Easter, Summer, and Christmas breaks – no need to pause payments during these times.
- Your training plan includes a set number of sessions per week. If you miss your usual day, we'll do our best to offer you an alternative session within the same week. Sessions cannot be rolled over beyond that.

2 FAILED PAYMENTS

- If a payment fails, GoCardless will automatically retry. This incurs a charge to us.
- If payments continue to fail into future months, we may apply a £10 admin fee to cover charges.
- Members cannot train until the outstanding payment is settled.

2 CANCELLATIONS, REFUNDS & PAUSES

- If you wish to cancel, you must give us 30 days notice via email to info@bailang.co.uk or by texting 07411 500925.
- Tuition and joining fees are non-refundable.
- We are unable to pause memberships, unless in the case of long-term illness or injury (with prior notice).
- If you stop training and later wish to return, you'll need to re-enrol, and a rejoining fee will apply.

4 PUNCTUALITY & SAFETY

- Please arrive before your session starts. A proper warm-up and stretch is essential for safety.
- If you're late, we may have to refuse entry to the mats to reduce the risk of injury.

5 CONDUCT & BEHAVIOUR

- We maintain a positive and respectful atmosphere in the gym and viewing areas.
- Any behaviour that goes against this may result in termination of membership.

6 UNIFORM

- Uniform must be worn to maintain professional standards and support the club's identity.

7 SAFEGUARDING & MEDIA

- We are committed to maintaining a safe environment for all members. You can view our full Safeguarding Policy on our website www.bailang.co.uk
- From time to time, we may have a photographer or videographer present. Content may be used on our website or social media.
- If you or your child do not wish to appear in any photos or footage, please let us know in advance.

