



Big Tree Studio

Membership Terms and Conditions

Your Membership

- **Who can use the membership?** Only one person can use each membership.
- **2 Months:** Minimum membership period. This is your commitment to yourself.
- **Want to change your membership?** To upgrade or downgrade a membership, talk to us. If agreed, the change will take effect to coincide with your payment schedule.
- **Going on holiday or need to take a break?** Membership Suspensions for your holidays, work, etc are available after the initial 2 months. You may suspend your membership up to 2 times each membership year, by letting us know. Further suspensions are given on a case by case basis in our sole discretion. All suspensions require 2 weeks' notice.
- **Can't attend anymore?** Let us know and stop your payment on the date agreed between us.

Classes and bookings

- **Booking your class:** Regular weekly bookings can be made by using the booking app. If you need to chop and change let us know or use the booking app.
- **Guaranteed bookings:** We can make these for you to ensure you never miss your favorite class. Let us know what classes you want and we will see if there is room for you. If you need to cancel we need to know as soon as possible as there are often waitlists for classes.
- **Changes to classes:** As the needs of the students evolve we will continue to change the classes, for example an beginner level class may turn into an all level class. We make no guarantee that a specific instructor will take a class and instructor changes may occur without notice and in our sole discretion.
- **Missed a class?** Book another within 4 weeks to make up. Tell us that you're doing this when you come to that class.
- **What if we cancel a class?** If your class is cancelled by us we will make every effort to get you in to a different class during the same week. A Roll-over period will apply for a period of 4 weeks for making up the missed class. This does not apply to Bank Holidays.

Payments

- **Automatic payment:** Payments are made via Automatic Payment from your bank—weekly for the amount applicable to your chosen membership.
- **Refunds:** We will not be obliged to give you any refund if you fail to use your membership.