Dear Student / Parent / Guardian

Terms and Conditions 2020

Please note the following Terms and Conditions updated 1st September 2020:

**TRAINING FEES**

* Training Fees start at **£34.50** (as of April 2019) for **ONCE** per week training. There are discounts per family member.
* Training Fees by direct debit are paid monthly on either the 1st or 15th and are based on 4 weeks in the month.
* We offer 6 monthly training fee pre-payment paid on the 1st of the month with a percentage discount.
* We cannot refund pre-payers.
* We offer once, twice and three times per week training at most of our locations. Training Fees start at **£54.50** for **twice** and **£64.50** for **three times** (as of April 2019). There are discounts per family member.
* Training fees are paid in advance.
* Training fees can be reviewed by Fortitude Academy annually, normally this will take place in April.
* Training during a LOCKDOWN will be on ZOOM or via another online platform. ONLINE classes are in line with training fees stated above (for example, 1 x Class = £34.50) as from 1st August 2020.
* Training **more than once** per week is:
* Training on two/three different days in one week.
* Training at two/three different locations in one week.
* Training in two/three different classes on one day.
* Training on one day indoors plus training on an online platform in one week.
* Training on two/three different days via an online platform in one week.
* Please note that your attendance will be linked to your training fees.  If twice or three times per week training, as stated above is noted for 4 weeks or more then we have the right to automatically increase training fees.  Please therefore contact H/O to upgrade your membership in this instance.
* We are a Full Time Academy and are not subject to term dates, therefore we are open during term breaks:
	+ Training fees are based on 4 weeks in the month.  This equates to 48 weeks in the year, which enables Fortitude Academy Instructors to 4 weeks holiday.
* Generally, holidays are scheduled as follows (unless otherwise stated by your Instructor):
	+ Easter – Good Friday, Saturday, Sunday, and Bank Holiday Monday
	+ Summer – 1 week in August (third/fourth week)
	+ Winter – 2 weeks December and January (over Christmas and New Year)
* We can suspend your payment for one month and keep your membership live for any break you may take that extends to 4 weeks or more.  Please contact H/O to arrange.  Suspended payments with an end date will automatically reactivate.
* You are entitled to attend catch up classes, preferably within one month, should you miss a class at any of the Fortitude locations.  This includes the two Monday Bank Holidays in May, which are outside of our holiday schedule.  This is only if Monday is your regular scheduled training day.

 **MEMBERSHIP & LICENCE**

* Dragons / Juniors / Seniors are required to hold a Fortitude Academy member to member licence with the National Taekwon-Do Alliance UK.  This was included with your joining fee and is subject to annual renewal through Direct Debit payment or for pre-payers in line with training fee renewals.  Students returning after lockdown from suspension or cancellation will be required to renew their licence if it expired during the time of non-training. This licence will be dated from the students return date.
* ​All Ninja students do not have need for the licence and affiliation until promoted to 9th Kup (Yellow Stripe).  Thereafter, the licence will be in place and payment will be taken annually dated from the promotion date through the Direct Debit or in line with training fee renewals.
* You should only attend training if you are fit and well to do so for Health and Safety purposes and you must now follow the strict Covid19 guidelines. You are responsible for updating H/O with any medical conditions or injuries affecting your training immediately.  We can suspend training fees and keep your membership open for a maximum of three months should you need to stop training due to medical reasons; this includes injury.  Suspended payments with an end date will automatically reactivate.
* Please ensure you complete the Medical Consideration Form as and when changes occur or annually in line with regulations; the form is available from H/O.
* Please email fortitudepolicy@gmail.com if you have reason and DO NOT wish for photos and/or videos of yourself or your children to be used on our social media, this includes our Website, Facebook, Twitter & YouTube.  To discuss further please call the Fortitude Office.  Please ensure you also advise your Instructor directly.
* We note attendance in class via an app.  This app is provided by Nest Management Ltd who manage our training fees and host our student database, by providing systems and services to process and securely store information related to training students.
* Please note that your attendance will be linked to your training fees.  If twice or three times per week training is noted for 4 weeks or more then we have the right to automatically increase training fees.  Please therefore contact H/O to upgrade your membership in this instance.
* We would appreciate **30 days**’ notice for cancellations. Any cancellation must be in writing.  You will find the cancellation form on our website under the Members section.
* All guidance and details relating to your training and grading schedule can be found in your Student Handbook - we are currently working from Student Handbook V3 2018. A grading fee is in place for Dragons / Juniors / Seniors @£20 per grading. This fee can be reviewed at any time by Fortitude Aacademy.
* Equipment used in class i.e. sparring kit, foam weapons etc. should be purchased via Head Office <https://tkd4u.co.uk/members/shop/>.   We adhere to ITF sparring standards and the equipment we provide is recognised Nationally and Internationally.  If you purchase sparring equipment elsewhere, we maintain the right to refuse use in class and or competition.

**COVID 19 – RETURN TO TRAINING**

We have guidelines to follow, please click this link to see what is current. It will be relevant to keep referring to this as it may change as and when necessary:

<https://tkd4u.co.uk/members/covid-19/>

During this time, we are asking students to use the ‘My Training’ booking system to book their weekly classes. This is not relevant at all our locations, but understandably is necessary at our larger locations due to capacity.

If you are returning to training after suspension or cancellation, you will need to reactivate your training fees by contacting H/O.

**CREDIT VOUCHER**

Due to Covid19 Lockdown, between 1st April to 30th July 2020, credit of £20 or £30 per student was offered where training fees remained in place. Your training fee determines the amount, which should be in line with the frequency of your training; once per week training fee earnt £20 voucher and twice per week earnt £30 voucher.

Redeeming vouchers are optional and are redeemable on services, as stated below:

* Pro-Shop
* Gradings
* Competitions
* Seminars & Private Session with Instructor (terms organised and agreed between student and Instructor)
* Licence Renewal(s) - Students who hold a licence (Dragons, Juniors and Seniors) will automatically have their licence renewal applied against their credit voucher between 1st April 2020 and 31st March 2021. ONLY where training fees remained in place.

Restrictions apply toward Black Belt Gradings – Only £20 voucher per student can be redeemed against the cost of the grading, this will be applied when invited to grade.

Vouchers can be redeemed until **31st March 2021.**

**STAY INFORMED**

As a member of Fortitude we encourage you to use our social media platforms to keep you up to date with our Events and Activities, we also ask that you opt in your email and mobile number so we can communicate with you directly.  You can do this via the My Training - Student Portal. This can be used to book classes whilst we are limited with capacity under the government guidelines, but also for you to update your details, please follow this link <https://mytraining.nestmanagement.co.uk/>

​WEBSITE  <https://tkd4u.co.uk/>

For ordering Pro-Shop please use the  <https://tkd4u.co.uk/members/shop/>

Facebook (Fortitude Taekwondo Academy) great way to keep up to date with news and events. Each location has an individual page. This is the link for the main page, you should be able to find your locations Facebook page via our website via location.

[FACEBOOK FANPAGE](https://www.facebook.com/Fortitude-Taekwondo-Academy-126895186515/?ref=bookmarks)​

Instagram a great way to see what we are up to in classes, plus a motivational tool to keep you going.  Each location has an individual account. So please check them out!

[INSTAGRAM](https://www.instagram.com/fortitudetkd/)​

If you wish to discuss any of the above, please do not hesitate to contact Fortitude Office via email fortitudelink@gmail.com or by telephone on 01342 302192 between 9.30am and 3.30pm.  All calls after 3.30pm will go through to an answer machine. ​

We look forward to seeing you in class.

Taekwon

 Fortitude Academy