



Booking & Membership Terms & Conditions

Welcome to Flyers Sports Academy. To ensure our club runs safely, efficiently, and sustainably, all parents, guardians, and adult members must agree to the following standard Terms and Conditions upon enrolment.

1. Terms of Membership & Training Fees

- **Annual Membership Fee:** An annual club membership fee is due on the 1st of September each year, or immediately upon joining the club partway through a season.
- **Billing Structure:** Class fees operate on a rolling monthly contract billed via subscription on your Class4Kids account.
- **11-Month Equal Spread:** Annual training fees are split equally across 11 months of the year (1st September to 1st July). The monthly fee remains exactly the same each month, regardless of school holidays or the number of training weeks falling into a specific calendar month. No fees are billed in August.
- **Due Date & Coverage:** All training fees are due on the 1st of each month and cover the athlete to train for that exact calendar month (e.g., payment on 1st October covers training for October).
- **Payment Obligations & Attendance:** Fees must be paid regardless of whether your child attends their session. Sessions are strictly non-transferable. If your child stops attending, you must ensure you notify the admin team to cancel your place and payments.
- **Long-Term Illness Exception:** The only exception to our payment policy is a documented, long-term illness or injury preventing participation for longer than 6 consecutive weeks. In this instance, we will freeze training fees, provided advance written notice is given alongside valid medical evidence (such as a doctor's note).
- **Failed Payment Fees:** Parents are responsible for ensuring bank cards are up to date and funds are available on the 1st of the month.
 - If your payment is unsuccessful, our booking system will automatically email you with a link to make payment. You can also do this via your class4kids members account.
 - An initial £5 administration fee will be automatically applied to failed payments that are outstanding on the 10th of the month.
 - Failure to respond to our correspondence and resolve the balance within 7 days will incur an additional £5 late fee or your place will be cancelled.

Club Sustainability & Overdue Accounts: Between hall hire, specialised equipment and professional qualified coaches, the costs of running our academy are substantial. The club's survival and growth relies entirely on families keeping up to date with fees. In the event that failed payment emails, automated notifications, or outstanding invoices are ignored, Flyers Sports Academy reserves the right to immediately cancel the member's space and terminate the contract.



2. Cancellation & Session Dropping Policy

- **The 10th of the Month Rule:** To cancel your child's membership or drop a specific session, formal written notice must be submitted by the 10th of the month via the Membership Termination form on our website (found under the 'Home' tab).
- **Effective Termination:** If notice is given by the 10th, membership terminates at the end of that same month, and your child can train as normal until the month concludes.
- **Late Notice:** If notice is given after the 10th of the month, your final payment will still be due on the 1st of the subsequent month, and training will conclude at the end of that subsequent month.
- **Dropping a Session:** If your child attends multiple weekly classes and wishes to drop one while keeping another, the standard 10th of the month cancellation policy still applies to the dropped class.
- **Backup Method:** If for any reason the website form is unavailable, notice must be emailed immediately to flyers@outlook.com.

3. Session Swaps

- **Notice Required:** If you wish to permanently swap your child's scheduled session to a different day or time, requests must be submitted by the 10th of the month via our website form or by emailing flyers@outlook.com.
- **Availability:** Session swaps are subject to class capacities and are not guaranteed. If your requested session is full, your child will be placed on our reserve/waiting list, and spaces will be allocated on a first-come, first-served basis as they become available.

4. Drop-Off & Collection Safety

- **Authorised Collection:** Children will only be released to an authorised adult listed on your Class4Kids account or submitted via our digital form.
- **Drop-Off & Collection Form:** Parents/guardians are responsible for completing our formal digital arrangement form to register alternative pickup rules. This can be found under the home tab on our website.

👉 Access the form here: <https://www.flyerssportsacademy.com/dropoffandcollectionform>

- **Emergency Pick-Ups:** If an unlisted adult must collect your child due to an emergency, you must email flyers@outlook.com beforehand with the collector's full name, contact number, and a specific verbal password to be verified by our coaching staff at pickup.
- **Car Park Rule:** For strict safeguarding and physical safety, children must never be left in the car park to walk into the gym alone. Parents must escort them safely into the building.

5. Timetable, Facilities & Exam Period Arrangements



- **Annual Calendar:** Our full annual timetable and term dates are published on our website. Parents are expected to familiarise themselves with these dates.
- **Planned Closures:** There are some dates where sessions can not run due to school/facility events or closures, school holidays, bank holidays, competitions etc. These planned closures are factored into the annual class schedule and training fees and we ensure that each class has the same number of sessions during the year regardless of the day of the week it falls on.
- **Unplanned Closures:** Flyers reserves the right to cancel or move a session due to severe weather, facility cancellations, or staff illness. In these rare events, an additional class will be added later in the year and notices will be sent directly to your registered email address.
- If our primary training facility is unavailable closed due to host school activities or adverse weather, we will make every effort to arrange alternative training locations, times, or days. While we endeavour to offer flexibility, alternative arrangements cannot be guaranteed.

Exam Period Arrangements at West Hatch:

During May and June, the sports hall at West Hatch is strictly reserved for school examinations and is unavailable for our sessions.

During this temporary period, the majority of our classes will safely relocate to the main school hall or another suitable nearby facility. We have been unable to arrange an alternative space for trampolining and so our trampolining programme now closes during May, June and July. Trampolining class fees are therefore split into 8 equal payments from September to April.

These temporary exam-period relocations are a standard part of our seasonal calendar; they do not alter our general terms or negate the standard cancellation notice periods.

6. Behaviour & Expectations

Zero Tolerance: Flyers Sports Academy maintains a strict zero-tolerance approach to unacceptable, exclusionary, or disruptive behaviour from both athletes and spectators.

Enforcement: Please thoroughly review our full Club Code of Conduct. Any breaches will be handled seriously. The club manager and head coach reserve the right to suspend or permanently expel any member at their discretion. If an athlete or parent is found to be at fault, no refunds will be issued.

7. Special Rules for Competitive Squad & Cheer Members

The following additional rules apply strictly to members of our Competitive Cheerleading Teams and Gymnastics/Trampolining Squads:

Attendance & Ethic: Competitive paths require an intensive commitment. Specific rules regarding mandatory attendance, physical training, and team ethics are detailed in your Squad Information Pack. Non-compliance can result in an immediate loss of your squad placement.



Forfeited Spaces & Fees: If an athlete loses their place on a competitive squad due to attendance or behaviour issues, their training fees will be terminated in accordance with our standard 10th-of-the-month cancellation policy. No refunds will be provided for training, competition entry fees, or specialty uniform costs already paid out.

Annual Team Reviews: Team placements and squad memberships are formally reviewed on an annual basis. Flyers reserves the right to move, re-level, or withdraw an athlete's position on a squad based on physical ability, training attitude, attendance, or unpaid fees. All placement decisions are made strictly in the best competitive and safety interests of the team and the athlete.

8. Club Communication Pathways

To prevent messages from being lost and to ensure your requests are handled efficiently, please use our dedicated channels:

 General, Class Changes & Billing Queries: flyers@outlook.com

 All Cheerleading Enquiries and Queries: flyerselite@outlook.com

 The Club Mobile Phone: Please note that our club mobile is not routinely monitored for calls, texts, WhatsApp messages, or social media direct messages. We utilise this phone primarily to send out reminders, emergency contact or to contact you if we cannot reach you via email. Please send all critical notifications to our email accounts to guarantee a response.