



**Little  
Dragons**  
3 - 4 years old



**Mini  
Ninjas**  
5 - 7 years old



**Junior  
Martial Arts**  
8 - 11 years old



**Teen  
Martial Arts**  
12 years old plus

Taijutsu - Karate - Muay Thai - Brazilian Jiu Jitsu - Self defence

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## ZKS Martial Arts Missed Class & Class Change Policy

We understand that sometimes students may miss a class or need to change their schedule. This updated policy outlines how missed sessions and class changes are handled under our current system.

### 1. Missed Classes – No Make-Up Without Upgrade

If your child misses their regular class, **you will not be able to make up the class** through reassignment or rescheduling. The only option to attend another class is to use the **Change Class** feature in the Members Area:

- You must **upgrade to the next-level membership** to access an additional class.
- Once upgraded, your child can **attend the extra class immediately**.
- After attending the extra session, **remove the added class** to avoid being charged at the higher membership rate long-term.
- ⚠ If you wish to **keep your child's current class**, you **must not untick it** during the change. Unticking may result in the place being lost to another student.
- ⚠ If your child is already attending **3 classes per week**, you will **not be able to add a fourth**. You can only **swap or downgrade**.
- Missed classes will not be refunded or carried forward under any circumstances.

### 2. Permanent Class Changes & Membership Downgrades

If your current class is no longer suitable or you wish to change your membership level:

- Use the **Change Class** feature in your Members Area.
- This applies to **permanent changes, upgrades, and downgrades**.
- When changing, tick new classes and untick any you wish to stop.
- ⚠ All class changes are **live**. If you untick a class, the place may be immediately lost and cannot be guaranteed back.
- ⚠ Downgrading will result in **loss of class space**, and **memberships are non-refundable**.
- Your monthly payment will be updated automatically from the next billing cycle.

### 3. How to Use the Change Class Feature

1. Log into the **Members Area**.
2. Go to **"Your Members"** and select the child you wish to update.
3. Click **"Change Classes"** in their profile.
4. Tick any new classes you want to attend and untick any you no longer need.
5. ⚠ Maximum of **3 classes per week** per member.
6. The system will automatically update your monthly membership fee based on the number of classes selected.

### 4. Class Cancellation Policy

On rare occasions, a class may be cancelled due to:

- Instructor illness
- Adverse weather
- Low attendance (fewer than 4 students)
- Unforeseen events ("acts of God")

In such cases:

- You will be offered an alternative class **within 6 days, space permitting**.
- ZKS MA will **not refund** for cancelled classes.
- We will aim to deliver your **annual class allowance** (39 weeks per year).
- If a whole class group is affected, we may offer make-up sessions during holiday periods.

### 5. Illness or Extended Absence

- If your child is unwell or injured, please **do not attend** until they are fully recovered.
- Let us know in advance via the **Members Area**. So that we know not to expect them at class.
- If the absence is under one month, we can **pause the membership** and hold their class place.
- If the absence is longer than a month, we may **remove them from the register** to free up space. We will try to reassign their class when they return but cannot guarantee availability.

## 6. Key Reminders

- Always inform us **at least 24 hours in advance** of a missed class.
- Unnotified absences or missed make-up classes **will not be rescheduled**.
- Instructors may refuse entry to a class if a child is **not on the register**.
- **Parents are responsible** for managing class changes via the Members Area.
- We do not track or follow up on absences — please notify us if you wish to **pause or cancel** a membership.



## ZKS Martial Arts – Parent FAQs

### Missed Classes, Cancellations & Class Changes

#### 1. My child can't make their usual class this week. Can we make it up?

We no longer offer manual make-up sessions. If your child misses a class, you can still attend another by upgrading your membership to access a second or third weekly class. Once upgraded, you're free to attend right away.

#### 2. How do I upgrade or change my child's class?

Log into your Members Area and follow these steps:

1. Click "Your Members"
2. Select your child
3. Click "Change Classes"
4. Tick the new class(es) you'd like and untick any you no longer want



**Changes happen instantly. If you untick your current class, you may lose the space.**

#### 3. What if we're already attending 3 classes per week?

Three classes is the maximum. You won't be able to add a fourth. If needed, you can swap or remove a class using the same method.

#### 4. We're going on holiday or my child is unwell. What should we do?

Let us know via the Members Area at least 24 hours in advance.

- For absences under a month: we can pause your payments if needed.
- Over a month: we may need to release your child's space for others on the waiting list.

#### 5. A class was cancelled. What happens now?

In the rare event of a cancellation (e.g. illness, weather, low numbers), we'll try to offer an alternative class within 6 days. Refunds are not given for cancelled sessions.

#### 6. Will I be reminded if I forget to remove a class after upgrading?

No — it's your responsibility to manage your child's classes in the Members Area. If you forget to downgrade, the higher membership fee will remain in place.

#### 7. What if I turn up to a different class without changing it online?

Your child may be turned away. To help with planning and safeguarding, only attend classes your child is assigned to in the Members Area.