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# THE LEARNING STUDIO

EDUCATION CENTRE

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## MEMBERSHIP

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### Membership Types

# 1

#### Standard membership.

2 x sessions per week (each 55 mins)

Can be split between subjects

# 2

#### Standard quarterly.

Same as Standard but saving £40 by paying quarterly

# 3

#### Executive membership.

2 x sessions per week (each 55 mins)

One private one to one session per week

# 4

#### Membership during COVID-19 measures

Membership is paid weekly and may be frozen without charge if the studio closes due to quarantine.

### Payments

1. Payments are made via Direct Debit.
2. Payments are requested on the 1st of each month. (Payments during COVID-19 measures are taken weekly on a Monday each week)
3. Payments are taken via GoCardless, look for this on your bill.
4. December, January, July and August payments are smaller than other months because of Christmas and Summer holiday shutdowns.
5. Payments are not changed based on student holidays. Students can rearrange their sessions to fit in enough during the month.
6. The first month is taken pro rata from the day you sign up. This can be taken in two ways, either by adding the payment to the next months direct debit or by paying via debit/credit card over the phone or in person in the studio.

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### Terms and Conditions

1. If you are unable to attend a session, you must give at least 24 hours notice otherwise you will forfeit that session and it can not be rearranged.
2. If you need to rearrange your session temporarily, reception staff will make every effort to try to accommodate your needs. This may mean:
  - a. occasionally you will be placed in a session that already has 6 people.
  - b. you are occasionally placed in a group below or above your level.
  - c. occasionally there may be an extra person in your session (no more than 7 students on rare occasions).
3. If you need to stop attending sessions please let the reception know as soon as possible so that no further payment is taken for the following month.
  - a. If you let reception staff know after the 14th of the month then a payment for the next month may already have been requested and this cannot then be refunded.
  - b. If you need to stop attending sessions before the end of the month, you forfeit the payments for the rest of the month.
4. Referral discounts
  - a. A standard 5% discount is given for each referral made, given that the referee signs up to a monthly subscription.
  - b. The discount applies only for as long as the referred student continues their membership.
  - c. Each referral takes an additional 5% off your monthly membership.
  - d. If you were to refer 20 people, your membership would be free for as long as all 20 referred students were members.
5. Problems with payments
  - a. If a payment is rejected/returned by the bank, payments must be made via card payment over the phone or in person.
  - b. Sessions may be put on hold until a payment is made.
  - c. Any charges incurred from rejected direct debits will be passed onto you.

### Agreement

#### Membership option

- Standard Member
- Standard Quarterly
- Executive member

I agree to the terms and conditions stated.

Name \_\_\_\_\_

Signed \_\_\_\_\_ Date \_\_\_\_\_

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