



CIRQUE DE SILK

AERIAL ARTS

## **CIRQUE DE SILK LTD – MEMBERSHIP TERMS & CONDITIONS**

**Effective from: 1.01.2026**

### **1. Membership Overview**

- 1.1. Cirque de Silk memberships provide access to a set number of aerial classes and self-practice sessions each month, depending on the tier selected.
- 1.2. Memberships are personal to the member and cannot be transferred or shared.
- 1.3. Members must be aged 16+ for adult memberships unless otherwise permitted by the studio.
- 1.4 Members under the age of 18 must have a parent or guardian who is willing to manage their membership and payment.

### **2. Payments & Billing**

- 2.1. Membership fees are billed monthly on a recurring basis via your saved payment method.
- 2.2. Payment is taken on the same date each month unless processed manually by staff.
- 2.3. All membership payments are non-refundable, including unused classes or missed sessions.
- 2.4. If a payment fails, you will be contacted and must update your payment method within 48 hours to avoid suspension of your membership.

### **3. Class Credits & Booking**

- 3.1. Class credits renew monthly on your billing date.
- 3.2. Unused credits do not roll over to the following month.
- 3.3. Members must book their classes via the designated booking platform, Bookwhen or through Cirque de Silk website.
- 3.4. Members must cancel within the studio's cancellation window. Cirque de Silk offers a 24 hour cancellation policy for class bookings. Late cancellations or no-shows result in the loss of that credit.

### **4. Self-Practice Sessions**

- 4.1. Self-practice must be pre-booked.
- 4.2. Members must only train skills they can execute safely and independently.
- 4.3. Studio safety rules must be followed at all times.
- 4.4. Self-practice sessions cannot be exchanged for class credits.

## **5. Freezing, Pausing & Cancelling Memberships**

- 5.1. Members may freeze their membership for:
  - 1 month per calendar year
- 5.2. Freeze requests must be submitted at least 5 days before the next billing date.
- 5.3. Medical freezes require a doctor/physio note.
- 5.4. Memberships may be cancelled with 30 days' written notice.
- 5.5. Credits cannot be used once notice has expired unless renewed.

## **6. Upgrading/Downgrading Memberships**

- 6.1. Upgrades may occur at any time and take effect immediately.
- 6.2. Downgrades require 30 days' notice and take effect next billing cycle.
- 6.3. No refunds for partial-cycle downgrades.

## **7. Workshops, Events & Discounts**

- 7.1. Gold members receive entry to 1 of Cirque de Silk's workshops every quarter.
- 7.2. Discounts cannot be combined with other offers.
- 7.3. Workshop bookings follow their own cancellation policies.

## **8. Studio Policies & Safety**

- 8.1. Members participate at their own risk.
- 8.2. All members must complete a waiver prior to attending.
- 8.3. The studio may suspend or refuse membership renewal if rules are breached.
- 8.4 All members must arrive no later than 5 minutes after class has started. If you arrive any later than this time you may be refused entry to the class. It is important for each member to do an efficient warm up prior to getting on the equipment to avoid any injuries.

## **9. Changes to Membership Terms**

- 9.1. Cirque de Silk may update pricing or terms with 30 days' notice.
- 9.2. Continued membership constitutes acceptance of new terms.

## **10. Contact**

For questions, freezes, or cancellations:

Email: [info@cirquedesilk.com](mailto:info@cirquedesilk.com)

Phone: 07455404901