

Terms & Studio Policy

The Surrey Circus Centre

Last updated: 03 October 2025

The term “The Surrey Circus Centre” (SCC) or “we/us” refers to Alissa Blackledge, the school, and its approved teachers. The term “you” refers to the user, participant, or parent/guardian booking on behalf of a minor.

By purchasing or attending any class, course, event or service with SCC, you agree to these Terms & Studio Policy.

1. Bookings and Payments

- All bookings are made through our booking system (TeamUp) or as otherwise instructed by SCC.
 - Bookings are final and apply to the dates purchased.
 - Classes, courses, workshops, memberships, and events must be paid in full at the time of booking to secure a place.
 - No person may participate until payment is received.
 - Prices may change at any time; the price at booking is binding.
-

2. Cancellations and Refunds

- **Drop-in classes:** Cancellable up to **48 hours before class** via TeamUp; after this time they are non-refundable. If you cannot attend, you may transfer your space to a friend (who must have a TeamUp profile, agreed to all policies, and signed the Medical Waiver).
- **Packages & credits:** Non-refundable. Exception: if SCC cancels a class, a replacement or credit will be issued.
- **Workshops & courses:** Non-refundable. Spaces may be passed to another person with a valid TeamUp profile and relevant experience.

- **Gift cards:** Non-refundable, valid for 12 months only. Unused balance expires.
- **Birthday parties/celebrations:** Strictly non-refundable. Rescheduling may be possible up to 7 days before the event; after that no changes are permitted. Participants must have profiles set up 7 days in advance. Late arrivals of more than 15 minutes cannot participate due to safety. Extra time beyond the booked slot may incur additional fees.
- **Professional training memberships:** £15 per year, non-refundable. Must be valid before attending training.

SCC does not provide refunds for illness, travel disruption, or other circumstances outside our control.

3. Memberships

- Memberships run as per the plan chosen in TeamUp.
 - Failed direct debit payments not resolved within 48 hours may incur a 10% admin fee.
 - Memberships can be cancelled after the commitment period with at least **72 hours' notice before the next payment date**.
 - Membership fees are non-refundable once paid.
-

4. Safety and Participation

- Circus and aerial activities are high-risk. By signing our Medical & Participation Waiver, you confirm you (or your child) are fit to take part and accept the risks involved.
- Warm-up is essential: participants arriving more than 15 minutes late cannot join.
- Participants must follow instructor instructions at all times. SCC reserves the right to stop participation if safety is at risk.
- **Clothing:** Clean, close-fitting clothing (leggings, leotards, t-shirts). No jeans, hoodies, skirts, loose clothing, or outdoor shoes in the studio. Back of knees must be covered.

- **Jewellery:** No jewellery or piercings permitted. If items cannot be removed, they must be securely covered.
 - **Hair:** Must be tied back.
 - **Equipment:** No rigging your own equipment unless authorised. Always use appropriate mats. No teaching others unless contracted by SCC.
 - Open training requires valid SCC membership and, for independent professionals, valid PLI insurance.
-

5. Children and Young People

- Parents/guardians must drop off and collect children on time.
 - Children cannot be left unsupervised before or after class.
 - The host of a party must remain present during a child's birthday booking.
 - Siblings not enrolled cannot use equipment.
-

6. Behaviour and Respect

- SCC is a respectful, inclusive space. Bullying, aggressive behaviour, or disruption will not be tolerated.
 - SCC reserves the right to remove anyone for unacceptable behaviour without refund.
 - No smoking or vaping is permitted inside or outside the studio/church grounds.
 - All rubbish must be disposed of responsibly.
 - Respect instructors, students, visitors, and equipment at all times.
-

7. Use of Facilities

- Keys for open training remain SCC property and must not be copied or shared.
 - Training alone is strongly discouraged; if you do so, it is entirely at your own risk.
 - All users must tidy and return equipment, mats, and ropes to correct storage.
 - Any blood/bodily fluid must be reported immediately. If equipment cannot be sanitised, cleaning or replacement costs will be charged.
 - Altered heating or facilities must be returned to their original settings before leaving.
 - Lost property is kept for 2 weeks only, then disposed of.
-

8. Media

- Only SCC staff may take photos or videos during sessions.
 - Media may be used for promotion only if consent has been given (see Privacy Policy and Waiver).
 - Consent can be withdrawn at any time by contacting us.
-

9. Liability

- SCC takes all reasonable steps to provide a safe environment but cannot eliminate risk.
 - By participating, you accept responsibility for your own safety and belongings.
 - SCC is not liable for accidents, injuries, or loss except where caused by negligence.
 - We do not exclude liability for fraud, or for death/personal injury caused by negligence.
-

10. Data Protection

- SCC processes your personal data in line with our **Privacy Policy** ([link]).
 - Please refer to the Privacy Policy for details of how your data is collected, stored, shared, and retained.
-

11. Changes to this Policy

- SCC may update these Terms & Studio Policy from time to time.
 - The most recent version will always be available on our website.
-

12. Governing Law

- These Terms & Studio Policy are governed by the laws of England and Wales.
-

13. Contact

The Surrey Circus Centre

Contact: Alissa Blackledge

 07845 267 739

 surreycircuscentre@gmail.com