

Terms & conditions

Membership agreement

Kaizen Academy Limited · Ridge Lane, Lancaster, LA1 1EB

Contact: support@kaizenlancaster.co.uk

Version 2026-10-05-v4. This agreement is between Kaizen Academy Limited ("Kaizen", "we" or "us") and the member or contracting parent/guardian ("you"). It applies to new website purchases at the prices below from launch and does not vary existing memberships or separate legacy course agreements.

Two ways to join

Two-month minimum: a lower monthly price with an initial two-month commitment. After cancellation notice, your next regular monthly payment covers a full notice month. Membership ends after the month it pays for, once the minimum term is completed. Notice can be given during the minimum term.

Flexible monthly: pay for one month at a time at the higher price. It renews monthly until cancelled. Cancel at any time before the next renewal to stop that payment; access continues until your paid month ends. No two-month minimum or 30-day notice applies.

Membership	Two-month minimum / month	Flexible / month
Adult unlimited	£79	£99
Student unlimited	£69	£89
Kids - one class a week	£45	£59
Kids - unlimited	£55	£72

Membership fees are paid monthly, including during the initial two-month minimum term. Prices include any applicable tax. Optional training kit is charged once in addition, as shown at checkout. The £15 PAYG day pass is a one-off purchase. Neither PAYG nor clothing purchases carry a minimum membership term.

Statutory rights, including applicable online cancellation rights, are preserved. See pages 4 and 5 for cancellation, refunds and exceptional circumstances.

Member conduct and eligibility

1. For hygiene and safety, footwear must not be worn on the mats, except clean wrestling shoes used exclusively on matted training surfaces. Follow all reasonable safety instructions given by the coaching team.
2. Shoes, sandals or flip flops must be worn in toilets and other designated off-mat areas. Bare feet are not permitted in toilet areas.
3. Maintain appropriate personal hygiene, keep nails short, and wear clean clothing suitable for the class. Remove jewellery and use properly fitted protective equipment when directed. Tell the coach about damaged or unsuitable equipment before training.
4. Do not train with a contagious illness or infectious skin condition. Cover minor abrasions appropriately and inform the coach of any condition that may affect safe participation.
5. Train at an intensity agreed with your partner and appropriate to their size, experience and ability. Release submissions immediately on a tap or other stop signal. Do not attempt a technique, exercise or sparring round outside the coach's instructions or your ability. Stop and seek guidance if unsure.
6. Treat staff, members and visitors respectfully. Bullying, harassment, discrimination, threats, deliberately unsafe conduct and training while impaired by alcohol or drugs are prohibited. Report accidents, injuries, hazards and safeguarding concerns promptly to a coach.
7. Look after your belongings and avoid bringing valuables. Kaizen is not responsible for loss or damage unless caused by its breach, negligence or another matter for which liability cannot lawfully be excluded. You are responsible for reasonable, evidenced repair or replacement costs for damage you deliberately or negligently cause; ordinary wear is excluded.

Membership and PAYG

8. Choose either the two-month minimum option, with your next monthly payment covering a full notice month, or flexible monthly with cancellation before the next renewal. The selected option and price are shown before payment. Pages 1 and 4 explain the differences. Statutory cancellation rights take priority.
9. Membership permits personal training only. Coaching other members for payment, soliciting business, or conducting commercial activity at the academy requires prior written permission from Kaizen.
10. A person without an active membership must pay the £15 day-pass fee before training, unless attending a free taster booked in advance. Free tasters are for a class and exclude open mats. Gi rental, where required, is £5 per session.
11. By signing up to a monthly membership, you authorise monthly Stripe card payments at your selected membership price until the effective cancellation date.
12. Kids classes cover the timetable age groups from 3-14. Contact Kaizen about adult or student classes from age 15. A parent or guardian must sign and accept payment responsibility for a child's membership.
13. Student membership requires recognised ID or evidence of secondary school, sixth form, college or other eligible study, at the first visit and on reasonable request. Notify Kaizen if eligibility ends. A category or price change will be explained in advance, without retrospective higher charges.

Payment obligations and access

- 14.** Membership starts when the first successful payment activates it. Payments are monthly in advance, normally on the same day of each month as signup. Where a month has no equivalent date, the billing date adjusts to an available date.
- 15.** Each payment covers the following month. For the two-month minimum option, the initial term is two consecutive monthly periods and ends at the start of the third; it then rolls monthly. Flexible monthly has no commitment beyond the current paid month and renews automatically until cancelled.
- 16.** Kids weekly membership permits one class each Monday-Sunday week. Unused sessions do not carry forward without prior agreement. Unlimited membership covers eligible timetabled classes, subject to suitability, capacity and safety; a particular session is not guaranteed.
- 17.** Billing-date or plan changes require agreement; adjustments are explained in advance. Existing payment obligations are not removed by a change request. Prices are fixed for the purchased period and any agreed minimum term. Later changes for operating costs or tax require 30 days' written notice and a right to cancel before the increase.
- 18.** Fees pay for the agreed service being available, not attendance. Non-attendance, holidays or a change of preference do not cancel membership, suspend payment or entitle the member to a refund. A pause requires written agreement. Statutory rights and page 5 still apply.
- 19.** Keep payment and contact details valid. A replacement card, missed payment or new signup does not settle an existing unpaid balance. We will explain the amount and billing period owed and allow a reasonable opportunity to resolve it. Updating a card preserves the existing membership and minimum-term start date.
- 20.** A failed payment, cancelled card or cancelled payment authority is not membership cancellation notice. Kaizen may retry sums properly due and may suspend access after notifying you of unresolved arrears. This does not restart the minimum term or accelerate all future fees. A genuine dispute will be investigated.
- 21.** Late payments cover the original invoiced period. Kaizen may take proportionate recovery action for sums properly due. Any recovery costs claimed must be reasonable, actually incurred, legally recoverable and explained in writing. No automatic late-payment penalty applies, and no amount may be recovered twice.
- 22.** Private lessons, consultations, kit and separately priced events are excluded unless expressly included in the offer. Progression, belt promotions and competition outcomes are not guaranteed.
- 23.** Membership is personal to the registered participant and cannot be shared or transferred without written agreement. The contracting parent or guardian accepts payment responsibility for a child and must provide accurate details, emergency contacts and relevant training limitations. Follow the academy's safeguarding, attendance and collection arrangements.
- 24.** Kaizen may suspend participation immediately for a reasonable safety concern or serious misconduct. A remediable breach will normally receive a warning and reasonable opportunity to correct it. Serious or repeated breaches may lead to termination, with reasons given. No future fees are due after termination by Kaizen; refunds and arrears will be assessed fairly.
- 25.** Kaizen may refuse admission for lawful, proportionate safety or eligibility reasons. Services will be provided with reasonable care and skill. Page 5 applies if the agreed service cannot be provided.

Giving notice and ending membership

26. Give clear cancellation notice to support@kaizenlancaster.co.uk or the academy's Facebook or Instagram account. Include the member's name and signup email so we can identify the membership; we may request proportionate identity information. No special form is required, and a later identity check does not reset the original receipt date of an identifiable request.

Two-month minimum option

You may give notice during the initial two months. Your next regular monthly payment after we receive notice is paid in full and covers your final notice month. Membership ends at the end of the month that payment covers, provided the two-month minimum term has been completed. If further months are needed to complete that minimum, normal monthly payments continue only until it is completed. No additional cancellation fee applies.

For example, once the minimum term is met, notice on 5 April with a payment date of 10 April means a final payment on 10 April and an end date of 10 May. Notice at or after a renewal uses the following renewal. This rule includes the rest of your current month plus a full paid notice month, not exactly 30 days. Stripe collects automatically using your existing payment method; we email the payment and end dates.

Flexible monthly option

Cancel at any time before the next renewal to prevent that payment. Membership ends at the end of your current paid month. There is no 30-day notice requirement or two-month minimum. This is an automatically renewing monthly membership, not a pass that stops by itself after one month.

We aim to acknowledge requests within two working days. The receipt time determines cancellation, not when we process it. Any payment collected for a period after the correct end date will be reversed. Keep a copy of your message. Previously confirmed cancellations and members who accepted an earlier agreement retain their agreed terms, payment amounts and end dates.

27. Fees remain due until the effective end date, with access until then. For the two-month minimum option, the next regular monthly payment after notice covers a full notice month. Membership ends after the month that payment covers, or later if needed to complete the initial two-month term. No separate cancellation fee is charged. For flexible monthly, ordinary cancellation stops renewal; the current paid month remains available. Statutory rights, exceptional-circumstances adjustments and earlier signed agreements remain unaffected.

Your rights and exceptional circumstances

Online cancellation rights

Both options bought online may be cancelled within 14 days after the contract is made, without giving a reason, by sending a clear cancellation request. This right overrides ordinary membership conditions. Refunds will be made as required by law, normally within 14 days of the request using the original payment method.

If you expressly request the service to start during that period and then cancel, a proportionate charge may apply for service already supplied, only where the law permits. Accepting these terms does not waive your statutory cancellation rights.

If your circumstances change

Request early release if serious injury, illness, permanent relocation, loss of livelihood or another significant change beyond your control makes continued membership impracticable. Kaizen will assess requests fairly, with proportionate evidence where needed. Any agreed adjustment will be confirmed. Statutory cancellation and refund rights apply if Kaizen materially breaches the agreement or cannot provide the agreed service.

PAYG and training kit

Day passes and clothing are one-off purchases with no membership minimum term or notice period. Applicable statutory cancellation and faulty-goods rights are unaffected. Clothing is for collection at the academy.

Understand the risks

28. Kaizen may make reasonable timetable, staffing or format changes for operational, safety or maintenance reasons, giving notice where practicable. A particular instructor or session is not guaranteed. We will seek suitable alternatives for cancellations. A material reduction in the agreed service gives the cancellation and refund rights on page 5.

29. Martial arts involve physical exertion, contact, resistance and, in some classes, live sparring. Participation carries inherent risks even when reasonable precautions are taken. Read the academy's risk assessment and follow coaching instructions.

30. Possible minor injuries include bruises, abrasions, soreness and similar contact-related injuries.

31. Other possible injuries include sprains, strains, cuts and joint or muscle injuries.

32. Serious injuries, including fractures, dislocations and torn ligaments, can occur.

33. In rare cases, injuries may cause permanent disability or death. A member should stop an activity and alert the coach if they feel unsafe or unwell. No one is required to continue an exercise or sparring round against their wishes.

34. Acknowledging training risks does not waive legal rights. Nothing in this agreement excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded or limited. Subject to that, Kaizen is responsible for foreseeable loss caused by its breach or negligence, but not for business losses arising from a membership purchased for personal use.

35. Members must consider their fitness to train, tell the coaching team about relevant limitations, use equipment as instructed, and stop if pain or symptoms make continuing unsafe. Seek appropriate medical advice where necessary. Do not train through acute pain or against medical advice.

Related academy policies

The privacy, photography, safeguarding and risk-assessment policies are linked on the website. Photography-policy acknowledgement is collected separately at signup and does not replace any consent required for a particular use of an image.

Purchases, collection and participation

Optional training kit

Kit is optional and paid once with the first membership payment. It is not a recurring charge and is not required to qualify for the membership price. Adult and kids kit are separate ranges. The items and any bundle discount are shown before payment; a bundle replaces its individual items rather than adding them twice.

Adult kit: Gi £90, belt £10, or Gi and belt together £85. Rashguard £40, shorts £40, or both together £70. Kids kit: Gi £65, belt £10, or Gi and belt together £70. Kids rashguard £40, shorts £40, or both together £70. Prices include any applicable tax.

Collection and availability

Clothing is for collection at the academy; delivery is not included. Quote your order reference and confirm the appropriate size with us before collection. We will confirm availability and collection arrangements. If an item is unavailable, we will agree an alternative or refund the affected purchase. We will not substitute a different item without your agreement.

Returns and faulty goods

For clothing bought online, applicable cancellation rights normally allow you to notify us within 14 days after collection and return the goods within a further 14 days. You may inspect the goods as you reasonably would in a shop. We may make a lawful deduction for loss of value caused by handling beyond that, but not merely for trying on an item. Faulty, misdescribed or unsuitable goods supplied by us retain their statutory remedies. Contact us before returning goods so we can arrange the return and any refund.

Cancelling or changing membership does not automatically cancel an optional clothing order. Clothing cancellation is dealt with separately, and any refund is calculated against the amount actually paid, including the relevant bundle discount.

Class access and supervision

Attend a class appropriate to your timetable age group and experience. Tell the coach if you are new, returning after a break or unsure about the session. A coach may ask you to sit out or use an alternative exercise where reasonably necessary for safety. Do not use training areas or equipment without permission or outside agreed access times.

Free tasters must be booked in advance for a class; open mats are excluded. Let us know promptly if you cannot attend. A booked taster or paid day pass does not create a monthly membership. A day pass covers the stated day of training only; it does not roll over automatically.

Recording and member privacy

Obtain the coach's permission before recording training. Do not photograph or record in changing rooms, toilets or showers. Respect members' image choices and the photography and safeguarding policies; do not publish identifiable images of another participant or a child without the appropriate permission.

Before you begin training

Before training, consider the following questions honestly. They help you identify matters to discuss with a coach or an appropriate health professional. Tell the coaching team about any relevant training restriction, injury or condition, and seek appropriate medical advice if a question applies or you are unsure.

For a child's membership, the parent or guardian should consider these questions for the child.

1. Has your doctor advised you not to do any physical exercise or training?
2. Are you pregnant or post –natal?
3. Do you suffer from asthma or breathing difficulties?
4. Are you taking any medication?
5. Do you suffer from diabetes or epilepsy?
6. Do you suffer from an allergy?
7. Has your doctor ever said you have a heart condition and should only do physical activity recommended by a doctor?
8. Do you ever feel pain in your chest when you do physical activity?
9. In the past month, have you had chest pain when you were not doing physical activity?
10. Do you lose your balance because of dizziness or do you ever lose consciousness?
11. Do you have a bone or joint problem that could be made worse by a change in your physical activity?
12. Do you know of any other reason why you should not do physical activity?

If you feel unwell, develop symptoms or experience a change that may affect safe training, stop and tell the coach. Follow any appropriate medical advice and do not resume an activity that feels unsafe. Discuss relevant changes before your next class.

Accepting these terms does not record an answer to each question, certify that you have no medical condition, or replace medical advice. Kaizen does not diagnose conditions or provide medical clearance. Only share health information necessary for safe participation; it is handled under the privacy policy.

This declaration does not waive your statutory rights.

Confirmation, complaints and cancellation form

Contract confirmation and records

The online contract is accepted when Kaizen confirms the membership following successful payment. Your selected plan, the price and payment summary, these terms and any expressly agreed written variations form the agreement. The minimum term begins on the membership start date described in clause 14. The electronic signature, accepted terms version and acceptance time are recorded. Keep the confirmation and a copy of these terms.

A request for a discount, pause, transfer or exceptional arrangement does not change the agreement until Kaizen confirms it in writing. Any variation must respect your statutory rights. A courtesy concession does not automatically create an ongoing entitlement to the same concession.

Cancellation requests and unpaid fees

Cancellation does not remove liability for fees properly due before the effective end date. Ordinary cancellation takes effect prospectively; it is not backdated to the last attendance date. This does not limit statutory rights, refunds due, or a fair adjustment in exceptional circumstances. Notice takes effect when received through the stated contact channels, even if our acknowledgement follows later.

Questions and complaints

Send membership queries or complaints to support@kaizenlancaster.co.uk, identifying the member and the issue. We will investigate and respond within a reasonable time. Contacting Kaizen does not prevent you exercising legal rights or seeking independent advice.

Governing law

The agreement is governed by the law of England and Wales, subject to any mandatory consumer protections that apply where you live. You may bring a claim in any court available to you under applicable law. If a provision cannot lawfully be enforced, the remaining provisions continue where they can do so fairly. A delay in exercising a right does not waive it.

Optional cancellation form

You may use the wording below, or send any other clear statement of cancellation. Using this form is not compulsory. Send it to support@kaizenlancaster.co.uk or Kaizen Academy Limited, Ridge Lane, Lancaster, LA1 1EB.

I/We give notice that I/we cancel my/our contract for the following service:

Membership / service: _____

Contract / signup date: _____

Member name (and child name, if applicable): _____

Signup email: _____

Address: _____

Signature (only if sent on paper): _____

Date: _____