



## WELCOME TO WEST COAST ACADEMY

We hope you are looking forward to or enjoyed your first class at West Coast Academy.

It can take a little while to settle into a new club but for any questions, please send a quick email or social media message to our amazing team who could make all the difference to something on your mind.

We use email as our main form of communication, so it is important that we have your correct email address.

Our classes are £32.00 per month for 1 hour a week, £49.60 for 2 hours a week, £69.35 for 3 hours a week and £85.34 for 4 hours. We also offer an amazing 40% discount for siblings. \*Prices and Discount correct at April 2023\*

Our website - [www.westcoastacademy.co.uk](http://www.westcoastacademy.co.uk) has lots of information including a timetable and some FAQ. We also have pages on Facebook and Instagram if you want to see some amazing pictures or videos of your child's skills!

All our classes and payments are booked online via our portal on Class Manager

Here are a few points we need to make clear when joining WCA:

- \* Update us ASAP if you are feeling unwell, new/dry cough, temperature, or loss of taste/smell ASAP. If your child has had Diarrhoea and Vomiting, please do not attend classes until 48 hours symptom free in line with Government guidance.
- \* We offer a Trial class for new athletes over 5 years. These are £6.50 for 1 hour and allows the athlete to make sure they enjoy the class and allows the coach to assess the athletes and signpost them to the correct class.
- \* We are unable to accommodate spectators within our classes. This is to stay in line with our child protection policy. It also creates a good learning environment for the children. The parent or guardian of the child is however welcome to stay during the first trial session for peace of mind.
- \* Once your trial is completed, your coach will let you know which class options are best for your child. Some classes have small waiting lists however we will try our best to find you a place.
- \* Please let our reception team know if you would like to enrol your child by email asap. Failure to do this will mean your child has not been enrolled on to a class.

\* Once your child has enrolled in a class you are then required to set up a GOCARDLESS payment via our online portal on class manager for your monthly subs. We do not accept weekly payments.

\*If you do not attend classes for 3 weeks without communication, WCA will give your child's place to the next child on the waiting list.

\* We require one month's notice to terminate or change a class.

\* Our fees are equally divided by 12 months, so you know exactly what you pay each month. You are required to pay every month to keep your child's place in the class.

\* When your child attends a class at West Coast Academy, they should wear appropriate clothing (Shorts/Leggings and a T-Shirt) with long hair tied back. They must also bring a drink with them.

\*West Coast Academy is open 46 weeks a year including Bank Holidays. We will notify you of the weeks we are closed, however these are usually \*October half term, two weeks over Christmas, first week of the Easter holidays and the first and last week of the summer holidays. \*This is subject to change\*

\*We are unable to credit any sessions missed, but not limited to the following circumstances-

- Sickness
- Injured outside of classes at West Coast Academy
- Holiday
- Exams
- Unexplained absences
- Where the academy is open

\*If the academy cancels any classes, we will do our best to offer you a suitable alternative. In circumstances where this is not possible a credit will be applied to your account

\*WCA run additional camps, we require a minimum of 8 athletes for each camp to run. Where we must cancel a camp, we will do our best to offer your child an alternative. Where this is not possible, we will apply a credit to your account which will be used against any outstanding invoices

\* All refunds will be subject to a £15.00 administrative fee.

\* Please pick up your child promptly at the end of their class. If you are late picking up your child a £10.00 charge will be added to your account

\*Our membership is included with your monthly subs. You will be able to collect your child's membership t-shirt after your first full monthly payment. Please do let us know what size you will require to ensure that we have it in stock for you.

\*We reserve the right to review and alter our prices once a year, usually in April. You will be notified of any price increases as soon as possible. We aim to give you at least a month's notice