



MEIJI MARTIAL ARTS

WELCOME TO MEIJI MARTIAL ARTS.

This guide gives you everything you need to get the most from your membership at Meiji, from booking classes to dojo etiquette and staying up to date.

01 **BOOKING AND CANCELLING YOUR CLASSES.**

All classes must be booked in advance through Momence, our class booking and membership platform. You can download the Momence app or book directly through the members area on our website.

We have a strict class size policy for health and safety purposes. If a class is full, members will not be allowed to book into this class.

Your log-in details are the email and password you used when you first registered to book your taster session. If you have trouble logging in, email memberships@meijimartialarts.co.uk.

You can cancel a booking through Momence at any time. A 24-hour cancellation policy applies to both group and private classes. Once the class has started, your booking is taken and the class credit is used.

You can also book private classes with an instructor of your choice. Please book these at the front desk. All payments are made before the class.

02 **SELF CHECK-IN SCREENS.**

When you arrive at the dojo, find the self check-in screen, select your class from the drop-down menu and toggle your name. If you have trouble signing in, please speak to our front desk.

03 **ENTERING THE DOJO.**

Once you have signed in, make your way to the dojo area and:

- hang your coat on the hooks
- place your shoes in the shoe rack provided
- leave your bags neatly to the side

If you need help, ask your instructor. Toilets, showers, changing rooms and drinking water are provided for your comfort. Please keep personal belongings in your bag and do not leave them in the changing rooms.

04 **BUYING EQUIPMENT AND UNIFORM.**

We sell a wide range of Meiji uniforms and safety equipment in the front reception area. If you are unsure what you need, please speak to a member of staff.

05 **CREATING A SECOND MEMBERSHIP.**

You can add a second membership to your original account if you want to pay for another adult or child. Parents should create a profile in their own name and then add their children to it.

Please make sure all memberships and blocks are under the profile name of the person training at the dojo.

06 CHANGING YOUR MEMBERSHIP.

You can upgrade or downgrade your membership at any time. Email memberships@meijimartialarts.co.uk with your request.

07 CANCELLING OR FREEZING YOUR MEMBERSHIP.

Under our terms and conditions, memberships cannot be frozen.

You can cancel a membership with one month's notice. If you cancel, you lose your price-for-life rate and will have to rejoin at the latest membership prices.

Blocks of classes have expiry dates, which cannot be extended.

08 USING MISSED CLASSES.

We want you to make the most of your membership. Any missed classes roll over to the following month as class credits, as long as you have an active membership.

If you cancel your membership, all unused class credits become void and are removed from your account.

09 MEIJI EVENTS: GRADINGS, TOURNAMENTS AND GRADUATIONS.

Throughout the year we host events to celebrate our students' success. You can register for all of them through the events page on the Meiji website.

10 DOJO ETIQUETTE AND BEHAVIOUR.

We are a friendly, welcoming dojo and we treat all members and visitors with respect and courtesy. Our instructors and front of house team are here to help in any way they can. We do not tolerate rude or disrespectful behaviour of any kind.

- Uniform and safety equipment: wear the correct uniform and safety equipment for your class. If you are in doubt, ask your instructor.
- Personal hygiene: you train closely with other members, so please make sure your uniform and feet are clean and that you do not have unpleasant body odour. Instructors can remove members from class at any time if this is not met.
- Food and drink: nothing except water may be consumed in the dojo.

11 PARENTS AND YOUNG CHILDREN.

- Parents are not allowed on the mats at any time during their child's session.
- Young children must be supervised at all times and are not allowed on the mats at any time.
- Please keep noise to a minimum so the class is not distracted.
- Instructors can ask parents and young children to leave the dojo at any time.
- We kindly ask parents not to speak to their child during the class as this causes an unnecessary distraction for everyone. If for any reason you need to speak with your child, please either wait for the next water break or let your instructor know if the situation is urgent. Parents are not allowed to 'coach' from the sidelines under any circumstance.

12 KEEPING UPDATED.

We will contact you by text message or email with club updates. You can also find all information in our monthly newsletter and on our website.

13 GETTING IN TOUCH.

GENERAL ENQUIRIES

info@meijimartialarts.co.uk

MEMBERSHIP, PAYMENT AND REFUND ENQUIRIES

memberships@meijimartialarts.co.uk

SEE YOU ON THE MATS.

MEIJIMARTIALARTS.CO.UK