



**Little
Dragons**
3 - 4 years old



**Mini
Ninjas**
5 - 7 years old



**Junior
Martial Arts**
8 - 11 years old



**Teen
Martial Arts**
12 years old plus

Taijutsu - Karate - Muay Thai - Brazilian Jiu Jitsu - Self defence

WWW.ZKSMARTIALARTS.CO.UK

Telephone - 01296 392630 - Email - info@zksma.co.uk

ZKS Martial Arts – Event and Course Cancellation Policy & FAQs (October 2025)

Overview

ZKS Martial Arts runs a range of **events, seminars, and courses** outside of regular class schedules. Because these sessions operate separately from normal class memberships, **event bookings and cancellations** are managed differently.

This document explains how cancellations, changes, and refunds are handled.

If You Need to Cancel Your Booking

Before the Booking Deadline

- If you cancel **before the event booking deadline**, a **full refund** will be issued.
- ZKS Martial Arts will then offer your place to another member.

After the Booking Deadline

- If you cancel **after the booking deadline**, we will try to offer a place at a **similar future event** where possible.
- If no suitable alternative is available **and** we can fill your place from the waiting list, we may issue a refund.
- If we are unable to reallocate your place, no refund will be given.

On the Day or Non-Attendance

- If you **cancel on the day** of the event or **do not attend**, no refund or transfer can be offered.

Refunds and Payment Method

- Refunds are issued via the **original payment method**.
- Payments made through **Stripe** typically take **5–10 working days** to appear on your payment card.
- Refunds will only be made to the **original payer**.

Changing Your Booking

- If you wish to **change your event booking before the booking deadline**, we can either:
 - Transfer your booking to another available event, or
 - Issue a full refund.
- If you request a change **after the booking deadline**, we will try to offer an alternative event where possible, but changes cannot be guaranteed.
- If you do not attend your scheduled event, we cannot offer a refund or transfer.

Event Booking and Cancellation Terms

- All ZKS Martial Arts events and courses have a **booking deadline**, usually **24 hours before the event start time**.
- **Full payment** is required at the time of booking to confirm your place.
- Please read each **event description carefully**, as it may include specific guidance or exceptions to this policy.
- **Limited spaces** are available and are offered on a **first-come, first-served** basis.
- Due to system constraints, **waiting or cancellation lists are not available**.
- Cancellations made **before the deadline** will be refunded, and your place will be offered to other members.
- Cancellations made **after the deadline** will not be refunded unless an exception applies (e.g. illness with proof).

- If you cancel due to **illness**, ZKS Martial Arts will offer an **alternative event date** if possible.
- In the unlikely event that **ZKS Martial Arts must cancel an event**, a **full refund** will be issued automatically to the payer via their original payment method.
- ZKS Martial Arts will notify all members **at the earliest opportunity** in the event of a cancellation or change.

Contact

For any questions or to request a cancellation or change, please contact:

Via the members' area.

Phone: 01296 392630

Review and Version

Last Updated: 23.10.2025

Next Review: October 2026

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