



Studio Membership — Terms & Conditions

Thanks for joining the JRVC studio! Here's everything you need to know about how membership works.

Your Lessons

- You get **2 lessons per month**, running from your renewal date to the day before the next one (e.g. if you joined on the 5th, your month runs 5th–4th).
- Lessons must be **booked in advance** via the online calendar link in your welcome email.
- The diary opens **3 months ahead**, on a rolling basis.
- **It's your responsibility to book** your sessions. If you leave it late and the diary's full, catch-up sessions may be offered — but this is at JRVC's discretion, not guaranteed.

Missed Sessions

- If you don't use both lessons in a month, they **roll over for up to 2 months**.
- After that, unused lessons expire.

Cancelling or Changing a Lesson

- You can cancel or amend a booking up to **24 hours before** the start time, using the link in your booking confirmation email.
- Cancellations with **less than 24 hours' notice** are forfeited — they can't be refunded or carried over.

Payment

- Membership is paid **one month in advance** via a Stripe subscription.
- Payments are **non-refundable and non-transferable**.
- Need to change your payment card? **Contact me directly** — I'll cancel your current subscription and set up a new one.
- If a payment fails, Stripe will **automatically retry** it during the month. If the retry also fails, lessons may be **cancelled or suspended** until payment is made.

Leaving the Programme

- If you'd like to stop your membership, we ask for **one month's notice**.

These terms may be updated from time to time — the current version will always be available on the website.