***Membership and Policy Overview***

Please review the following policies regarding memberships, freezes, and cancellations.

**Missed Classes and Makeup Policy**
Members have 30 days to make up missed classes.
For memberships with multiple classes per week (e.g., 3-day memberships), you have 30 days from the missed class to make up all missed classes within that period.
No need to schedule makeup classes in advance; simply attend a class within the 30-day window.

**Freeze Policy**
You can freeze your membership for up to 3 months per calendar year.
Freeze periods can be intermittent and do not require documentation.
To initiate a freeze, contact us at least 7 days in advance via email, phone (leave a voicemail), or in person.

The minimum amount of time you can freeze for is 3 weeks. If you will be only missing 1-2 weeks, please follow the missed classes/makeup policy.
Contact the front office for processing.

**Sick Policy**

We ask members to please be mindful of others and stay home if you or your child are displaying any cold or flu symptoms & have a consistent cough. Our usual make-up policy applies.

**Cancellation Policy**
To cancel, please provide at least 30 days notice to ensure your account is deactivated in time. There are no fees for cancelling your membership & please note unused classes are not refunded upon cancellation. A 30 day cancellation policy is used instead of a long contract to give you more flexibility. Instead of being locked into a long-term commitment, you can decide to leave whenever you want, as long as you give a month’s notice. This way, you have the freedom to change your mind without penalties and the academy can still manage its memberships effectively.

**Upgrading & Downgrading Membership Policy**

If you would like to upgrade or downgrade your membership plan, please give us at least 30 days notice to ensure your account is updated correctly before your next billing cycle.

**Communication and Contact**
Notify us of freezes or cancellations by:
Email: info@silanoemartialarts.com
Phone: 626-789-7344 (leave a voicemail if calling)
In person
Contact the front office for assistance.

**Payment and Refunds**
No refunds for missed classes or for failing to notify us in time to stop a payment.
Payments are processed automatically each month, and membership freezes must be requested before the payment cycle to avoid charges.

**Holidays and Special Circumstances**
We are typically closed during all major federal holidays. Members will be notified in advance.
There are no special rules for holiday breaks; the standard makeup and freeze policies apply.