

## FAQ new memberships v1.2 August 2023

### **When does the monthly subscription renew?**

We provide a monthly recurring subscription plan. Your subscription renews on the first day of each month.

### **What is the subscription period?**

Your subscription is active from September 1st to June 30th.

### **Is monthly payment automatically processed?**

If you provide your bank or credit card details, payments will be automatically processed.

### **Can I pay with Ideal?**

Yes, if you opt for payment through iDEAL, you'll need to log in to your account each month to make manual payments. Hence we recommend payment via IBAN (bank) or creditcard.

### **Why did you change the system?**

We recently conducted a customer survey to better understand your needs and preferences, and we received valuable feedback regarding our current membership setup. Many of you expressed a desire for a simpler and more convenient system, as the existing 8-lesson blocks and trial classes were not meeting your expectations. We truly appreciate your input, and we have been working diligently to improve our offerings.

### **How does the monthly system work?**

You have the option to select a specific roster such as hoop, silks, or partner acro, and simply pay for a month's worth of training, allowing you to attend one class per week.

### **How many memberships choices are there?**

To cater to varying schedules, we offer both 90-minute and 60-minute classes, resulting in just two straightforward membership choices.

### **Can I train more than once a week?**

We understand the importance of consistent training for mastering circus disciplines and progressing towards challenging choreographies and tricks. Hence, we encourage you to train more frequently. As a gesture of appreciation for your loyalty, we are pleased to offer a 10% discount on each subsequent class you book after your initial membership purchase. Kindly note that this discount is applicable for future bookings and does not apply to the first membership.

### **Can I follow a trial class?**

Sure! We will regularly host trial classes for those who wish to explore and experience our courses before committing to a membership. Booking these trial classes is now easier than ever; simply click on the "Book Now" link on our schedule, provide your name and email, make the payment, and you're all set for the trial class.

### **How should I join a membership after a trial class?**

If you find the class to your liking, you can then proceed to purchase a membership for once-a-week training. You will pay per ratio for the remaining month, and on the first of the month you will pay the full month onwards.

### **Can I join without a trial class?**

Yes, sign up as a new member or login as existing member and select your membership. Please be advised that membership will run for a month, so if you are not sure you will like a class, we advise to get a trial class.

Furthermore, the instructors commence crafting a fresh choreography at the onset of each month. To make the most of this, it's advisable to begin around that time. However, if you're considering joining later in the month, we advise you to only do so after consulting your teacher to determine if it's possible.

### **Can I stop my membership?**

Yes, if you cancel your membership, you can use the remain month that has paid and it will stop by the end of the month.

### **Due to my unpredictable work schedule, is it feasible for me to participate in drop-in classes?**

Unfortunately, the nature of Circus arts lessons involves a progressive structure aimed at mastering specific skills and techniques. Consequently, the option of joining a class on a drop-in basis is not viable.

### **Is it possible for me to have a membership and switch to a different discipline every week, such as silk, hoop, or straps?**

I'm sorry, but your membership allows you to focus on one discipline per week. The structure of Circus arts lessons is designed to help you progressively master particular skills and techniques. As a result, the option of changing disciplines on a weekly basis is not feasible.

**The pace of the class progression seems quite rapid. What steps can I take to effectively master the skills being taught?**

In addition to our regular courses, we provide open training sessions. During these sessions, you can collaborate with fellow members and receive assistance from volunteers experienced in rigging. This opportunity allows you to work on your skills at your own pace and receive valuable guidance to further your proficiency.

**I'm eager to intensify my training to improve my skills, boost flexibility, and enhance my strength. Is this achievable?**

Absolutely! We provide extra flexibility classes that can complement your chosen discipline. Additionally, the Straps Beginners class offers an enjoyable path to enhance your strength. Moreover, you might consider selecting a related discipline, like combining hoop and silks, to bolster your aerial confidence across different apparatuses.

**I'm uncertain about which level to choose, whether beginner or intermediate. What's the best approach?**

We suggest starting with the beginner trial class. This way, your teacher can assess your current skill level and provide a recommendation for the class that aligns with your learning needs. In some cases, even if you're considering the intermediate class, it might be advisable to begin with the beginner class. Ultimately, the focus isn't solely on your level, but rather on ensuring a positive learning trajectory and an enjoyable aerial experience. We'll guide you toward the class that promises the most fulfilling journey for you.

**I've been practicing a specific discipline for some time, but now I'm interested in switching to another discipline or altering my training day. What should I do?**

If you're considering switching disciplines or training days, we recommend participating in a trial class for the new discipline you're interested in. This will help you determine if it aligns with your preferences. Once you've decided, please inform your teacher and/or send us an email. We'll then make the necessary adjustments for you while ensuring your membership remains active.

**What determines the varying class durations of 60 and 90 minutes?**

The class duration depends on the specific type of class and discipline. In response to feedback, we've found that for certain classes such as handstand, Acro beginner classes, and flexibility classes, 90 minutes can sometimes feel lengthy. To ensure an optimal learning experience, we've tailored these classes to last for 60 minutes.

On the other hand, our other classes include a comprehensive warm-up and cool-down, which adds to the overall effectiveness of the session. As a result, a class duration of 90 minutes is more suitable to accommodate these elements and provide a more comprehensive learning experience.

**I've noticed that there are lessons scheduled for July, even though my subscription ends in June. How can I attend those July classes?**

To address this situation, we've set up a solution. The first two weeks of July have been designated as trial classes in our system. You have the option to either reserve your usual class on the schedule or participate in

a trial class for a new discipline during this period. This way, we've accommodated the inability to charge for partial months while still offering you the chance to continue learning in July.

### **Should I check in at the start of each class?**

Absolutely, your cooperation in this matter would be highly appreciated. As the studio receives cultural funding, maintaining attendance statistics is crucial for our records. You can check in via your mobile phone and the Gymdesk App, or use the tablet at the studio.

### **I've noticed that the monthly pricing is somewhat higher compared to other studios. Could you explain the reasons behind this difference?**

Certainly, there are three key factors contributing to our pricing structure:

- 1. Extended Class Duration:** Most of our classes are designed to be 90 minutes long. We believe this duration provides the optimal learning curve. We incorporate warm-up and cool-down exercises within the class to ensure injury prevention and proper preparation for the course content. Most other studios offer programs lasting 60 minutes.
- 2. State-of-the-Art Studio:** Our studio is equipped with state-of-the-art rigging and boasts a height of 6 meters. This height is significantly greater than what most other studios offer, allowing for a broader range of movements and exercises.
- 3. Highly Skilled Instructors:** Our instructors are skilled professionals with extensive education and years of practical circus and performance experience. Their expertise accelerates your learning and development, contributing to a more enriching experience overall.

We firmly believe that the quality and value of our offerings are aligned with the pricing, ensuring you receive the best possible training and learning experience.

### **I have a question that isn't covered in the FAQ...**

Perfect! Feel free to send us an email [circusstudio@taltales.nl](mailto:circusstudio@taltales.nl), and we'll be more than happy to assist you.