

## **The Gauntlet Fight Academy FAQ's**

### **How Do I Join?**

You can join us online by following the links on our membership page. We periodically run offers, such as no joining fee promotions, so it's worth checking your email and our website for any codes before you sign up.

Alternatively, you can sign up with us in reception. If you are signing up for a joint, family or discounted membership for students or services, then you'll need to sign up in person.

### **Can I have a free trial?**

Yes! We have a trial space available in most classes so you can come and try out a class of your choosing, and take a tour of our facilities before you decide to join us.

If its BJJ you're interested in, you'll need to attend one of our BJJ Introduction sessions. All beginners must attend 3 classes of an introductory mini-course before joining group sessions. The first class is completely free and you can book online, in reception, or by calling us.

### **What equipment do I need before I come?**

You will need your own Boxing Gloves/MMA gloves/handwraps. We do have a limited number of gloves and these are reserved for trials so you are advised to bring your own as soon as possible.

For Brazilian Jiu Jitsu, we have Gi's which are reserved for our BJJ Introduction Mini Course (they are washed between every session), but once you have completed the course you must purchase your own Gi which you can buy in reception.

### **What clothing should I wear to my free trial?**

For all of our disciplines, a comfortable base layer or set of sports clothes is recommended. Shorts without pockets or zips (which can scratch or get fingers caught up in!) should be avoided. The first rule of the Academy is No Shoes On The Mat, but you must wear shoes everywhere else, so a pair of flip flops or sliders is advisable for walking to and from the bathroom/changing room/reception.

### **Can I upgrade my Membership?**

Yes. Most people find training highly addictive, so if you find you want to go from training 2 times a week to 3 or more times, just let us know and we can alter your membership. Likewise, if you need to downgrade due to other life commitments, you can do that too. We try to be as flexible as possible but try to leave two weeks notice before letting us know you'd like to change.

### **Do you offer any discounts?**

Yes. We offer a 10% discount for students on presentation of a valid student ID card, and also for NHS, services and military personnel.

We offer a 15% discount on joint/family memberships, on the same direct debit. The discount is applied to the total value of the membership.

**Can I pay monthly in cash?**

All our memberships are arranged monthly, by Direct Debit. The first month is paid in house and can be paid either by card or cash, but the following payments must be made via Direct Debit.

**How do I cancel my membership?**

After your initial contract period (3 months by Direct Debit), you can give your notice to cancel directly to our management company using the following email address [memberships@ashbournemanagement.com](mailto:memberships@ashbournemanagement.com), or to our email address [gauntletfightacademy@gmail.com](mailto:gauntletfightacademy@gmail.com). You must give at least 2 weeks notice before your usual payment date, in order to give enough time for the payment to be cancelled. You must give your notice in writing by email. For your peace of mind, and ours cancellations given verbally or via social media will not be accepted.

**How do I book classes?**

Once you have become a member you will be given a membership card which will give you access to our App. You can login and book classes up to 2 weeks in advance depending on your membership level. If you can't make it, or your plans change, you can cancel up to one hour before the class.

**Can I come once a week?**

The minimum membership entitles you to two visits to the Academy per week. You can come once a week, but we currently don't have a Pay as you Go option as all our classes must be booked in advance and with class size limited priority is given to members.

**Is there parking near by?**

Yes, there are plenty of good options for parking in Ealing. There are often free spaces available on Gordon Road (first left after the Academy), and we are located next door but one to Spring bridge Road Car Park which is free after 6pm and between £1 - £3 most other times.