

## Vaibhav Skating Academy – Terms and Conditions

These Terms and Conditions govern the use of Vaibhav Skating Academy's website and services. By accessing our website and enrolling in our programs, you agree to be bound by the following terms.

### 1. General Information

1.1. The website content, including information about our programs, coaches, and events, is subject to change without prior notice.

### 2. Eligibility for Enrollment

2.1. Enrollment in VSA programs is open to individuals of all ages, subject to medical fitness and waiver of liability (refer to Section 8).

2.2. Minors (below 18 years) require consent from a parent or legal guardian for enrollment.

2.3. Participants must adhere to the age and skill requirements as specified in each program.

### 3. Fees and Payments

3.1. Fees for all programs, camps, and events are clearly stated on the website and are subject to revision without notice.

3.2. Full payment must be made in advance before the commencement of any program.

3.3. Payment methods accepted include credit/debit cards and UPI.

3.4. Fees once paid are non-refundable, except in cases of program cancellation by VSA (refer to Section 7).

3.5. All prices for products and services are listed in Indian Rupees (INR).

### 4. Program and Service Delivery

4.1. VSA will make reasonable efforts to ensure the continuity of its programs, including regular classes, camps, and events.

4.2. Classes may be rescheduled or canceled in case of unforeseen circumstances such as weather conditions, emergencies, or government directives.

4.3. VSA reserves the right to change coaches or instructors without prior notice.

4.4. Program timings and schedules are subject to change based on availability and operational requirements.

### 5. Code of Conduct

5.1. All participants are expected to behave respectfully and responsibly during sessions.

5.2. The use of abusive language, violence, harassment, or any form of disruptive behavior is strictly prohibited and will lead to immediate removal from the program without refund.

5.3. VSA reserves the right to terminate the participation of any individual who does not comply with these terms or engages in behavior that endangers others.

### 6. Use of Skating Gear and Equipment

6.1. Participants may bring their safety gear, including helmets, knee pads, elbow pads, and wrist guards. Alternatively, safety gear can be bought/ordered in advance or after enrollment from VSA.

6.2. Products related to skating and sports equipment are sold through our website.

6.3. Equipment once sold will not be returned if used or damaged.

6.4. VSA will not be held responsible for any injury, damage, or loss caused by the improper use of personal or purchased equipment.

## 7. Cancellations and Refunds

7.1. In the event of a program cancellation by VSA, participants will be offered either a full refund or the option to enroll in an alternate program.

7.2. Refunds will not be provided for voluntary cancellations or withdrawals by participants once the program has commenced.

7.3. Refund requests for medical emergencies will be considered on a case-by-case basis and must be supported by appropriate documentation.

7.4. Refunds will be processed within 15 working days of approval.

## 8. Waiver of Liability

8.1. Participants acknowledge that inline skating is a physically demanding and potentially dangerous activity. By enrolling, they assume all risks associated with skating, including the risk of injury.

8.2. VSA, its staff, coaches, and agents shall not be held liable for any injury, loss, or damage sustained during participation in our programs, except in cases of gross negligence.

8.3. All participants (or their guardians) must sign a waiver of liability before the commencement of any program. Failure to do so will result in exclusion from the program.

## 9. Health and Safety

9.1. Participants are responsible for disclosing any medical conditions or injuries that may affect their ability to safely participate in skating activities.

9.2. VSA reserves the right to deny participation to individuals who appear unfit for physical activity or fail to meet safety requirements.

9.3. VSA adheres to all local health and safety regulations. In case of emergencies, basic first aid will be administered, and medical assistance will be sought as necessary.

## 10. Intellectual Property

10.1. All content on the VSA website, including text, images, videos, and logos, is the intellectual property of Vaibhav Skating Academy.

10.2. Unauthorized use, reproduction, or distribution of this content is strictly prohibited.

10.3. Participants agree that VSA may use photos and videos from training sessions and events for promotional purposes, unless explicitly stated otherwise by the participant in writing.

## 11. Privacy Policy

11.1. VSA is committed to protecting the privacy of its participants. Personal information provided during enrollment will be used solely for communication and internal purposes.

11.2. We do not share participant information with third parties without consent, except where required by law.

## 12. Shipping Policy

12.1. Products ordered via the website are shipped within India.

12.2. Shipping timelines are 10 working days from the date of order confirmation.

12.3. Shipping charges will be calculated at checkout and depend on the delivery location.

12.4. VSA is not responsible for delays caused by third-party shipping services.

## 13. Dispute Resolution and Jurisdiction

13.1. Any disputes arising from these terms will be resolved through amicable negotiation. If unresolved, the matter will be subject to arbitration as per the provisions of Indian Laws.

13.2. These Terms and Conditions are governed by the laws of India, and any legal action shall be subject to the jurisdiction of courts in Madhya Pradesh.

## 14. Return Policy

14.1. Returns are accepted only for unused and undamaged products within 5 working days of delivery.

14.2. To initiate a return, participants must contact VSA customer support with proof of purchase and reason for return.

14.3. The cost of return shipping is the responsibility of the customer unless the product is defective or incorrect. The returns shall only be sent to the provided address by the customer themselves after the approval from VSA.

14.4. Refunds for approved returns will be processed within 15 working days after the returned product is received and inspected.

14.5. No returns or refunds will be provided for products that are used, damaged, or do not meet the return criteria.

## 16. Exchange Policy

At VSA, we aim to provide a seamless shopping experience. Please find our exchange policy below:

1. Eligibility for Exchange
  - Exchanges are allowed only if you have received the wrong size or color, or if you wish to exchange for another size.
  - Items must be in unused, original condition with tags intact and in their original packaging.
2. Stock Availability
  - Exchanges are subject to stock availability. If the requested size or color is unavailable, we will notify you promptly.
3. How to Exchange
  - Exchanges can be initiated through the Exchange Option in the Orders

section of your account. Select the item you wish to exchange and follow the instructions.

4. Time Frame
  - Exchanges must be requested within 7 days of receiving the item.
5. Return Shipping
  - Once your exchange request is approved, you will need to ship the item back to us. Return shipping costs are the customer's responsibility.
6. Inspection and Processing
  - Upon receiving the returned item, our team will inspect it to ensure it meets the exchange criteria. If approved, the new item will be dispatched within 3-5 business days.
7. Damaged or Incorrect Items
  - If you receive a damaged or incorrect item, please initiate an exchange within 48 hours of delivery. We will arrange a replacement at no additional cost.

For further assistance, please contact our support team. We are here to help!

Note: This policy applies only to exchanges and does not cover refunds.

## 15. Modifications

15.1. VSA reserves the right to modify these Terms and Conditions at any time. Any changes will be updated on the website, and continued use of the website or services after such changes constitutes acceptance of the new terms.

## Contact Information

For any queries regarding these Terms and Conditions, please contact:

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