

## **General Information**

KIXX Martial Arts is committed to providing you with a high quality service every time you visit our centre. We aim to make sure you have an enjoyable experience in a safe and welcoming environment. This information is correct at the time of going to print but may be subject to change.

# **KIXX Customer Charter**

## **Staff**

Our staff and instructors will be polite, friendly and informative at all times in accordance with the **KIXX Martial Arts Gym Rules, Codes of Conduct and Equity Policy** (see separate documents). All staff, instructors and volunteers will be trained and appropriately qualified. All qualifications, insurances, first aid etc will be on display or available on request.

## **Quality**

Every part of our service shall reflect quality. If things should go wrong with that service we shall take whatever practical steps we can to correct it immediately. If on the day the situation cannot be resolved and you remain dissatisfied, please feel free to register a formal complaint at reception.

## **Aims and Objectives**

The aims and objectives of KIXX Martial Arts are...

- To promote the study and safe practice of Chinese Martial Arts and Fitness.
- Provide its members with such services and support as may be available through their membership.
- Provide facilities for hire to enhance the choice of activities on offer at KIXX.
- To reach into the community and educate the young and old alike as to the benefits of exercise and to encourage them to take part.
- To support all of the students, members and customers with their choices.
- For those that would like to compete, to provide realistic goals and the training and access to training necessary to compete at the highest level as applicable.
- To provide opportunities for those that would like to coach and teach to gain the necessary qualifications to do so.
- To encourage people to appreciate the manor in which the founders and instructors at KIXX promote their style, manners and respect within society and the martial arts community.
- To promote good sportsmanship with an emphasis on supporting the athletes of tomorrow.

## **Facilities**

Will be kept to a high standard, providing a safe and clean environment and will be set out to meet your requirements. The time and availability of service will be published on the KIXX timetable (available in reception or on our website).

### **The sports/activity areas will:**

- Be clean and safe.
- Have equipment that is in good working order and checked and maintained regularly.
- Have sporting equipment that will be properly set up according to best practice.
- Be lit, heated and ventilated to make sure it's comfortable and safe.

## **Membership Scheme**

We are pleased to offer you a range of Benefits for an inclusive membership fee.

### **These Benefits include:**

- Discounted activity fees
- Some free supervised activities
- Access to the facilities outside of normal hours (*by arrangement only*)

**The Categories are:**

- Family - 2 Adults and any number of children under the age of 18 living at the same address
- Adult - A person between the ages of 18 - 60 years
- Concessionary - anyone under the age of 18, or in full time education (*access to weight room is not permitted*)
- Senior Citizen - Anyone over the age of 60 years
- Club - This is for Customers who only use KIXX Gym for attending Club activities. Non member use of the weights room is permissible only if over 18 years of age and have had an Induction

## **Opening Hours**

**Availability of our services:**

Days and times of all our services will be printed in our activity guides and displayed in the reception area and on our website [www.kixxmartialarts.co.uk](http://www.kixxmartialarts.co.uk)

We will tell you about any changes on the gyms notice boards.

If there are any unexpected or emergency disruptions to our normal services, any bookings will be offered another choice where possible.

Monday to Friday	1.00pm-8.30pm
Saturday	9.00am-3.00pm
Sunday	Closed for courses, competitions, etc.

KIXX Gym closures: As and when necessary, information on the Gym closures is posted at reception on the notice board.

## **Weights Room**

All gym users must have completed an introductory session regardless of gym experience.

A varied range of free weights and resistance equipment provides the perfect environment for muscle and strength building. In addition to this a small selection of cardiovascular machines will aid fat loss, and increase physical fitness.

Personalised exercise programmes are available free of charge to KIXX members.

## **Workouts at KIXX Martial Arts Gym**

KIXX Martial Arts offers a variety of martial arts and martial fitness classes to cater for your personal needs. Improve your strength, stamina, speed and shape with the aid of fully qualified instructors in our mirrored room.

**KIXX provides for the following classes for adults and children:**

### **Chinese Boxing (martial arts)**

Chinese Boxing is an English name for a Northern Shaolin Long Fist Art (Chang Chuen Shu) involving co-ordination, flexibility, stamina and strength through a comprehensive grading syllabus. These classes have an emphasis for self-defence.

### **Wuzu Quan (martial arts)**

The Southern Shaolin 5 Ancestors Fist style is provides a challenging class that emphasis a firm base and power yields similar benefits to student practicing the Chinese Boxing but with a very different style of presentation. KIXX has strong links with the Southern Shaolin in China and has benefited enormously from this contact as reflected in the standard of this art in the gym.

### **Competition Wushu**

A modern competitive Chinese Martial Art viewed as an Olympic Sport in Beijing 2008. This is an intense, vigorous exercise class suitable for all and taught by former Wushu Champions. The

emphasis in this class will be on reaching a competition standard and presentation. Whether the students would like to compete or not is entirely their choice.

### **Wu Ji Quan**

Known as the Mother of Tai Chi, Wu Chi is the Southern Shaolin fore runner employing balance, harmony, relaxation, strength, flexibility with ages no barrier. These are just a few of the benefits of this challenging, enjoyable exercise class.

### **San Shou (sparring, adults only)**

This is a full contact sparring class that is governed by the International Wu Shu Federation Rules and Regulations (available on request). There is a minimum age of 18 years and a minimum obligatory safety equipment requirement is in effect for this class.

### **Qing Da**

This is a soft / semi-contact sparring class that is governed by the International Wu Shu Federation Rules and Regulations (available on request). There is a minimum age of 16 years for adult classes (children's classes are available). A minimum obligatory safety equipment requirement is in effect for this class.

### **KIXX Boxing (fitness)**

A choreographed aerobic workout with a Chinese Boxing theme, using energetic semi-contact moves that will help you improve your fitness and stamina.

### **Gutz n Butz (fitness, adults only)**

This is an intensive, toning workout for adults involving cardio fitness and strength routines focussing on the stomach and bum.

### **Personal Coaching (1-2-1 lessons)**

Personal Coaching for individuals (1-2-1) and small groups (over 4 is considered a class or course) in any of the above classes / disciplines is available on request.

[For more information on the days and times of classes, including any changes and the introduction of new classes to the timetable, please contact **KIXX** on **07941 340284** or see [www.kixxmartialarts.co.uk](http://www.kixxmartialarts.co.uk)]

### **Young People**

KIXX Martial Arts offers a range of the above classes for children as well as adults. The classes for children range from 5 years of age to approximately 14 years of age (each child is catered for on their own merits). The key classes for the children are...

- Chinese Boxing
- Competition Wushu
- Qing Da (soft-contact sparring with some classes for parent and children together)
- Weapons (Restrictions **will** apply to this class)

The KIXX class timetable in reception and on the website.

### **Courses**

KIXX Martial Arts provides a varied programme of courses and activities for all age groups and levels in a wide range of subjects. The courses range from subjects related to the martial arts and fitness classes at KIXX to courses with instructors from China and Malaysia to qualifications for coaching and teaching (Professional Teachers Certificate). The coaching and teaching courses are provided by recognised organisations including the **British Council for Chinese Martial Arts** (NGB) and the **International Nan Shaolin Wuzu Quan Union** (based in Kuala Lumpur, Malaysia and Quanzhou, China), the local **Borough Council of Maidstone** and **Rapid Results Ltd** (professional course providers).

## **For Sale**

We have the following products for sale but if you do not see what you want please ask:

### ***A range of KIXX clothing...***

E.g.: Polo shirts, t-shirts, training shoes, training trousers, fleeces, hoodies, sweatshirts and much more...

### ***A range of safety equipment...***

E.g.: Gum shields, boxing gloves, hand mitts, shin pads, groin guards, head guards and much more...

### ***A range of martial arts equipment...***

E.g. Kick shields, focus mitts, skipping ropes, various weapons (sold to over 18 years of age, restrictions apply!) and much more...

## **How do I make a Comment, Compliment or Complaint?**

KIXX Martial Arts is committed to continually improving its services. Receiving feedback from our customers is an important part of making sure that we continue to meet the needs of our customers.

We would be delighted to hear from you if you have any suggestions on how we could do things better. We would also like to know if you think we are providing good services.

Sometimes things do go wrong. If you believe that you have a concern or complaint over the following for instance...

- We haven't done something we should have
- We have done something badly
- We have treated you unfairly or discourteously then please tell us

Please speak to the KIXX Manager who will attempt to deal with your complaint on the spot and sort it out for you.

KIXX Martial Arts Managers, Coaches, Instructors, Volunteers, Members and Non-members will not tolerate violence and abusive or threatening language or behaviour towards its staff, members or students and is prepared to take appropriate action in supporting them where necessary. If you are unable to speak to the manager we shall also be very pleased to deal with your comments, compliments and complaints using the following options...

**Telephone:** 07941 340284

**E-mail:** [nigel.gilham@kixxmartialarts.co.uk](mailto:nigel.gilham@kixxmartialarts.co.uk)

**Post:** KIXX Martial Arts, Granville Rd, Maidstone, Kent. ME14 2BJ