



Referral Policy

M.R.B Martial Arts

Reviewed: 11/02/2026

Due for Review: 11/02/2028

M.R.B Martial Arts Referral Policy

1. Purpose
 - a. The M.R.B Martial Arts Referral Programme is designed to reward existing members who introduce new families to the club.
2. Definitions
 - a. Referrer: A current M.R.B Martial Arts member who makes a referral.
 - b. Family (Referral Family): A single household booking under one parent/guardian and/or the same billing account.
 - c. Referral: One referred family. If a referred family has multiple children and they all sign up, this counts as one (1) referral.
 - d. New family: A family new to M.R.B Martial Arts that books a trial and then joins as a paying member (one or more children).
 - e. Qualified referral: A referral that meets the qualification rules in section 6.
3. The Offer
 - a. When a referrer achieves four (4) qualified family referrals, the referrer receives three (3) months of free training as a membership credit.
4. Eligibility
 - a. The referrer must be an active paying member at the time the reward is applied.
 - b. The reward is for the referrer only. The new family does not receive a discount unless explicitly stated by M.R.B Martial Arts.
5. How Referrals Are Made and Tracked (Website Booking)
 - a. The referral code is the referrer's full name.
 - b. The new family (parent/guardian) must enter the referrer's full name in the website booking form field (e.g., "Referred by (member full name)") at the time of booking.
 - c. Referrals are tracked by family/household using the parent/guardian details and/or billing account.
 - d. If more than one referrer is claimed for the same family, the first name recorded on the website booking will be used.
 - e. If the referral name is not entered at booking, M.R.B Martial Arts may still accept it if it is confirmed in writing before or at the first session (subject to admin approval).
6. What Counts as a Qualified Referral
 - a. A referral becomes qualified when:
 - i. The new family completes sign-up as paying members (one or more children); and
 - ii. The family remains active and paid for at least 30 days (or one full paid billing cycle); and
 - iii. The membership has not been cancelled, refunded, or charged back during the qualifying period.Important: One referral counts as one (1) family/household, regardless of how many children from that family join.
7. Reward Details

- a. The reward is three (3) months of free training, applied as a membership credit to the referrer's account.
 - b. The credit is not redeemable for cash and is non-transferable.
 - c. The credit is normally applied from the next billing cycle, unless agreed otherwise by M.R.B Martial Arts.
 - d. The credit applies to the referrer's standard membership fees (or up to the value of the referrer's current monthly membership).
8. Time Window
- a. Referrals must be completed within six (6) months of the first successful referral family joining, unless extended at the discretion of M.R.B Martial Arts.
9. Exclusions and Disqualification
- a. Referrals may be disqualified if:
 - i. The referral is not a genuinely new customer (e.g., previously a member within the last 12 months).
 - ii. The referral cancels, fails payment, receives a refund, or initiates a chargeback within the qualifying period.
 - iii. The referrer attempts self-referral or any form of misuse/fraud.
 - iv. The referral cannot be reasonably verified due to missing or conflicting tracking information.
 - v. M.R.B Martial Arts reserves the right to refuse or withdraw rewards in cases of suspected fraud, misuse, or administrative error.
10. Administration and Changes
- a. M.R.B Martial Arts may amend, pause, or end the programme at any time.
 - b. Where reasonably possible, qualified referrals recorded before changes will be honoured.
11. Data Protection
- a. Personal information collected for booking and referral tracking is used only for club administration and programme management in line with M.R.B Martial Arts' privacy practices.