

Procedures and Terms and Conditions updated January 2023



- Participants are required to purchase or bring with them their own set of essential props. These will not be shared and will return home with the customer. If purchased these will be ready for customers at their first session.
- Families are required to specify the numbers of those attending and all children will need a space booking in order for them to attend. Under 6 month siblings do not need booking in a mixed group but you must let your session leader know to expect them.
- Additional adults will not be able to attend the class– 1 adult per booking. ie. 1 child and 1 sibling place is 1 adult (unless there is a known absence, and it gives capacity – please speak with your session leader if there is a week you would like to bring an additional adult)
- Families are required to provide full names, telephone numbers and email addresses of those attending at the point of booking.
- Hand sanitiser is available at entry and exit to all Moo Music sessions. We ask participants to please use this.
- Where possible we will allow you to change a group if you are unable to attend your own sessions or gift your session to a friend if you know you will be absent in advance. These are limited to 2 per half term. Changes of groups are subject to availability and the level of covid alert we are working to and therefore we ask you to let your session leader know in advance if you are going to miss a session.
- Participants are not allowed to consume food during the session, because of concerns regarding allergies and choking hazards. Breastfeeding and bottle feeding are both permitted.
- Hot drinks must not be brought into class. Participants must take responsibility for their own cold drinks in order to avoid spillages and prevent other children from drinking them.

Refunds/cancellations/changes to sessions

- Your term booking is non-refundable or transferrable. If for any reason we cannot start a half term the term will start as soon as we are allowed to under government guidance. If you have ordered a prop bag this will be available at your first session.
- If a class becomes too small to run we may need to merge it with another. We do our best to keep class times as similar as possible but unfortunately cannot always guarantee this.
- If it is not possible to merge a class it may need to be cancelled.
- If a class becomes full we will open a waiting list and always try to open another class to cope with demand.
- All of the policy and procedures above will continually be reviewed in-line with government legislation, the risk assessment will be adapted and changes to practice and policy may be made if legislation changes.
- If the regular session leader is ill/absent this will normally result in another Moo music session leader covering the group. In the instance that a session is unfortunately cancelled due to illness of your Moo Music leader, we will endeavour, where possible, to re-schedule your session. In this instance Moo Music Leeds is not responsible for any travel expenses incurred. If rescheduling is not possible, we will offer a 1 free session voucher to be used within 1 month. This voucher has no monetary value.
- Whilst it is our policy that we endeavour to ensure you always have the same teacher, we cannot guarantee this as teachers fall ill, leaves etc. Unfortunately, we cannot always give advance warning when this may happen and, whilst we always try to limit it, it is a necessary part of our commitment to quality.
- If a session is cancelled due to adverse weather a link will be sent to you with a session to take part online

If any covid regulations or further advisory notices are given regarding the control of disease or infection the following may come into affect or other expectations around attendance.

- Participants are required to attend classes only when they are well. To protect others, anyone displaying the main

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symptoms of COVID-19 will be asked to not attend.

- Participants (adults) are encouraged to arrive and leave wearing face coverings. Once sat with their child we expect participants to be able to remove the face covering to allow facial expressions to be expressed and the active songs to be performed however, if the government guidelines suggest otherwise, we will follow this and local data. Upon booking you are committing to wearing a face covering if asked to and not exempt. Your session leader will wear a mask/visor throughout.
- Participants must adhere to the entrance and exit routes set out by the venue. In some venues there may be a one-way system in operation.
- Classes will have a set time and arrival. Please be ready for your session leader to collect you from outside 5 minutes before the session start time.
- Participants should not enter the class space until the class leader indicates for them to do so, so there is time for full cleaning to take place between groups.
- Adults will be responsible for the supervision of their children at all times.
- Adult Participants are asked to respect one another's space
- Participants should place any personal belongings in their own space and remove shoes. Socks must be worn.
- The mats will be cleaned between sessions.
- There will be times within a class when participants will move closer together closer, to use a parachute for example, at this point we encourage participants to place on their masks for the safety of others.
- Parents are encouraged to bring in simply their child rather than a child seat and pram where possible.
- Participants are responsible for the disposal of their own waste

Withdrawal of Service

- Moo Music Leeds may, at its own discretion, refuse entry of a customer to its sessions if it is felt that the customers behaviour is unreasonable.

Exclusion of Liability

- In the absence of any proven negligence, lack of due diligence or breach of duty by your Class Leader(s); Moo Music Limited; its franchisees or employees, the participation of you; your spouse/partner; child or those in whose care you have placed your child for the purpose of attending or observing Moo Music Leeds music, singing and movement classes is done so entirely at your and their own risk.
- All property (including prams) left in class venues or in entrance halls or outside, is left at your own risk. Moo Music Leeds cannot accept any responsibility for the loss or damage of any personal possessions.