

The Nurtured Nest Terms & Conditions 2020 Effective 6th July 2020

Courses, Workshops & Event Bookings at The Nurtured Nest

These terms and conditions apply to all bookings. By making payment (online or otherwise) and/or submitting your booking form/health questionnaire, you are confirming that you have read, understood and accepted all terms stated. We reserve the right to amend booking terms and conditions effective from the date of issue.

1. In Person Course Bookings

If for any serious medical reason or extenuating circumstances you or baby are not able to start your booked course on the commencement date The Nurtured Nest are happy to back-class you to the next available date subject to availability. If you wish to transfer to a different date for any other reason, up to 14 days before your course commences a £10 administration fee applies, within 14 days a £30 administration fee is charged. No refunds are provided for no shows or non-attendance of a course.

If you wish to cancel your course the following charges apply. Up to 28 days before commencement of your course a £10 administration fee is due, within 28 to 14 days a £30 charge is applicable. Within 14 days no refund is due. Any extenuating circumstances will be considered on a case by case basis.

If you begin a course and cannot complete the full number of sessions or weeks then The Nurtured Nest are unfortunately not able to offer any refund of course fees as we are then of course unable to fill that space. However The Nurtured Nest will do our best where possible to include you in a future class subject to circumstances and availability but this is not guaranteed and may be at a different location or via our virtual studio. No refund is due for missed sessions including holidays or sickness. On rare occasions it may be necessary for us to reschedule a class due to matters beyond our control including but not limited to adverse weather conditions, staff sickness, etc. If this is necessary we reserve the right to move the affected session(s) to our virtual classroom or to reschedule the class on an alternative date ensuring all lesson subjects are covered and courses completed.

Attendance of the first session of in-person courses is mandatory as this is when we cover all the safety, contraindications and guidance information. If you need to move courses the stated transfer charges will apply. Alternatively you are able to request a catch up video session to remain with the same cohort. Any extenuating circumstances are considered on a case by case basis. Courses and events run on minimum numbers and although extremely rare, we do reserve the right to postpone or cancel any such unviable events, offer alternative dates or to provide a full refund to you within 28 days of notification.

If you are booked onto a future dated in person course that is subsequently postponed due to extraordinary circumstances such as pandemic, government guidelines or social distancing measures you will be issued with a credit note for a course to be taken at a later date when circumstances allow. Credit notes in these circumstances will be given an

extended usage date and can be exchanged against alternative Nurtured Nest classes (including virtual). Standard refund terms of 28 days do not apply in these extraordinary circumstances. Refunds must be applied for in these circumstances should be via the process that will be detailed in the guidance sent with the credit note.

2. In Person One-Off Sessions, Workshops & Events

One-off workshops and sessions such as, but not exclusive to, relaxation sessions, workshops, retreat days etc may be cancelled up to 14 days before subject to a £10 charge. Within 14 days no refund is due. Subject to availability we may be able to offer you a transfer to an alternative date but this is not guaranteed and we reserve the right to apply a £10 administrative fee. No refund or transfer is due for missed or unattended sessions. Any extenuating circumstances are considered on a case by case basis.

3. Private Tuition & Consultancy Appointments Private sessions and consultancy appointments may be cancelled or changed up to 48 hours before a session date. Within 48 hours a £25 fee applies. Any extenuating circumstances are considered on a case by case basis.

4. Government Lockdown Measures - Pandemic Whereby the delivery or attendance of in person courses/workshops/private tuition is contradictory to government guidelines, all attendees will be automatically enrolled in our virtual classroom/consultancy room. Virtual sessions will replace in-person sessions and will consist of both live and pre recorded classes. Virtual classes will be delivered via a private Facebook Group and you will need a Facebook account to access these. Virtual sessions will continue for as long as necessary in line with government guidelines. We further reserve the right to move and retain tuition in our virtual classroom if our knowledge, training and experience deem it not suitable or safe for in-person classes to be held. This may differ from venue to venue. No refunds are due for in-person classes or appointments moved to our virtual studios or for any unattended virtual sessions.

5. Social Distancing & Self Isolation Measures - Pandemic

The Nurtured Nest are fully committed to following government guidelines and making attendance of in-person classes as safe as possible. The Nurtured Nest are further committed to providing virtual classes in place of in person sessions where necessary to ensure little if any disruption to course programmes and continuity of care to our clients. Up to date social distancing measures and self isolation guidance in line with government guidelines will be issued to all attendees with their class/course/appointment joining instructions. All clients agree to adhere to these measures to ensure safety for all. All clients will be required to submit a symptom-free declaration for themselves and immediate household members prior to attendance of every class, session or appointment. This is a mandatory requirement for all in the interests of safety for everyone. Should a class attendee, their baby or any immediate member of their household experience symptoms, class attendees and their babies are not permitted to attend sessions under any circumstances. Should a class attendee or their baby experience symptoms themselves,

The Nurtured Nest must be notified immediately so that we can inform all other class attendees of possible exposure and suspend in-person classes for the affected cohort. In line with government guidelines, members of the relevant class, including the instructor, are then required to self-isolate for 14 days or until such time of the notification of a negative test. During this time classes will continue in our virtual studio as detailed in section 4. A return to in person classes will commence when it is safe to do so in line with government guidance following any negative test and or recommended isolation period. Whereby a class attendee and their baby have to self-isolate for 14 days due to exposure outside of their cohort and are not permitted to attend classes, they will be provided with video links to either a live recorded class session or materials from our digital learning library to ensure they do not miss any of the course content. Whereby an instructor has to self-isolate (whether due their own symptoms or by way of exposure to others outside of the classroom) all classes run by that instructor will either be covered by an alternative instructor where at all possible or transferred to our virtual studios as detailed in section 4.

6. Virtual Courses

If for any serious medical reason you or baby are not able to start your booked course on the commencement date we are happy to back-class you to the next available date subject to availability. If you wish to transfer to a different date for any other reason, up to 14 days before your course commences a £10 administration fee applies, within 14 days a £30 administration fee is charged. No refunds will be issued for no shows. Any extenuating circumstances are considered on a case by case basis.

If you wish to cancel your course the following charges apply. Up to 28 days before commencement of your course a £10 administration fee is due, within 28 to 14 days a £30 charge is applicable. Within 14 days no refund is due. Any extenuating circumstances are considered on a case by case basis. If you begin a course and cannot complete the full number of sessions then we are unfortunately not able to offer any refund of course fees as we are then of course unable to fill that space. However we will do our best where possible to include you in a future class subject to availability but this is not guaranteed. No refund is due for missed sessions including holidays or sickness. On rare occasions it may be necessary for us to reschedule a class due to matters beyond our control. If this is necessary we will reschedule the class on a suitable date ensuring all lesson subjects are covered and courses completed. Courses and events run on minimum numbers and although rare, we do reserve the right to cancel any such unviable events and provide a full refund to you within 28 days.

Virtual class payments (with the exception of twins or multiples from the same household) are for the attendance of 1 adult and 1 infant only.

7. Virtual One off Sessions, Workshops, Events & Private Tuition

One-off workshops and sessions such as but not exclusive to relaxation sessions and workshops, may be cancelled up to 28 days before without charge. Within 28 days a £10 charge applies. Within 14 days no refund is due. Subject to availability we may be able to

offer you transfer to an alternative date but this is not guaranteed and we reserve the right to apply an administrative fee. No refund or transfer is due for missed or unattended sessions. Any extenuating circumstances are considered on a case by case basis. Virtual class payments (with the exception of twins or multiples) are for the attendance of 1 adult and 1 infant only.

8. Course, Workshop & Consultancy Resources

All resources provided to you are for your sole personal use only. They are subject to copyright and cannot be reproduced or shared with others without our express written permission. This includes both written and digital materials. Resources are designed to support tuition and advice given to individuals who have been assessed by our instructors and/or consultants. Following each course or workshop a digital recording will be made available for a limited period for the purposes of those that may have missed a session or for practice reasons. This may be a recording of the live class session or materials held as part of our digital learning library.

9. Items Included With Courses

For some courses we include bespoke items as part of the course package. We reserve the right to substitute these items with a suitable alternative in line with stock availability. Unless otherwise stated as part of an offer, or promotion, colours, embroidery fonts and threads are at our discretion and requests cannot be accommodated. Such course inclusions have no monetary value in terms of discounts if the items are not required.

10. Baby Massage Oil

You will be provided with information and guidance on appropriate oils to use for baby massage. Oil or moisturisers should not be used on babies under 4 weeks of age. All products should be patch tested on your child before use. We take no responsibility for any reactions to any products used in or as a result of our classes or workshops.

11. Gift Purchases and Gift Vouchers Gift vouchers are non-refundable. Gift vouchers that have been purchased for a specific course or product may be transferred to alternative Nurtured Nest products at our discretion. They cannot be cashed in and have no monetary value for the recipient. Gift vouchers cannot be transferred to other individuals or any other businesses that we may collaborate with. Standard terms and conditions apply to bookings made using gift vouchers.

12. General Due to high demand, your place on a course is not confirmed or guaranteed until full payment or deposit is received. In fairness to clients booking online and making immediate payment, if you make a manual booking via invoice and payment is not received within 48 hours we reserve the right to release and re-sell the place without further notification to you. Your child and their safety is your sole responsibility when attending classes at our studios or any other venue including virtual sessions. You are responsible for your personal belongings when you are attending any in-person sessions whether it is in our

studio premises or elsewhere. Please do not bring your child to an in person class if you suspect they are suffering from a high temperature, any contagious disease or infection or they have been in recent contact with another child who is. Also see point 5 above. Please take your child with you if you need to leave the room at in person venues. Hot beverages are provided in many of our in person sessions, for obvious safety reasons please do not remove any lids and ensure that you do not leave your drink unattended at any time. All classes and workshops are for you or your child only. You fully undertake that it is not acceptable for you to teach any other parents or treat any other children with any of the techniques shown. You further understand that you are not being taught how to use massage or use reflexology on adults. You fully accept that classes or techniques taught are not to replace conventional medical assessment, medications or treatments and cannot cure your child of any diagnosed medical conditions. We of course understand that situations change and illness occurs and we always do our best to accommodate the needs of new mums wherever possible. As a small independent business run by busy mums ourselves, to remain viable, we do reserve the right to levy administrative and cancellation charges where applicable and treat all clients fairly and equally. In the instance of serious medical issues or extenuating circumstances we deal with matters on a discretionary case by case basis. Administrative changes take considerable time and incurs expense particularly when spaces have to be re-advertised and fully booked courses relaunched. Where possible we always fill spaces from our waitlists but we need time to do this, so please do help us minimise charges by giving us as much notice as possible of any changes. Where agreed refunds will be made within 28 days (except where stated) and via the original method of payment. Refunds are not available for gift vouchers unless applied for by the purchaser within 28 days of purchase