

Happy Little Learners Policies and Booking Terms

1. General Rules

These terms and conditions apply to all bookings. By making payment and/or submitting your booking form you are confirming that you have read, understood and accepted all terms stated and agree to abide by them. Failure to do so may result in you being refused attendance at class and no refund will be made to you.

All class bookings are non refundable. Where more than 48 hours notice is given we may, at our discretion, allow you to transfer to another class where available. Your place in a class is not confirmed until payment has been received - until this point it may be sold to another attendee.

Any 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 written permission.

Please ensure yourself and your child(ren) are dressed appropriately for class. Makers and Adventurers classes may involve an element of mess and the use of paints/scissors/water etc. No responsibility will be taken for the destruction of any item of clothing during class.

All personal possessions including buggies are left at the owners risk. We cannot accept responsibility for any personal items brought to class and are not liable to repair or replace lost or damaged items.

We ask that you ensure that you and your child(ren)s behaviour remains appropriate at all times during class. We do not allow swearing or inappropriate conversations in class and abusive or aggressive behaviour will not be tolerated. You may be asked to leave class without refund if you or your child are seen to be behaving in a way that affects the safety or enjoyment of the class for any other attendee.

2. Health and Safety

While we make every effort to ensure the safety and comfort of you and your child during the sessions, **participation in our activities, and the use of our equipment is at your own risk.**

At the point of booking you will be asked about any medical conditions you or your child has. This information will be treated confidentially and is only collected to ensure activities are safe for you or your child to complete. Where necessary and/or possible, adaptations will be made to enable you or your child to take part.

Some activities may involve the use of food materials and/or other resources containing allergens. We cannot accept any responsibility whatsoever for any allergic reaction or illness found to be directly attributed from any product or item provided - it remains the responsibility of the parent/guardian in attendance to ensure activities are safe and appropriate for all members of your party.

During the booking process you will be asked to report any allergies that anyone in your party has. Where possible we will try to cater for these in class, however, it will always be the responsibility of the parent/carer to ensure their child does not take part in any activity that may cause an allergic reaction in their child. If you have a severe allergy or an allergy that we are unable to cater for we may be required to cancel your place in class - you will always receive a refund if this is the case. We are unable to cater for any allergies not reported at the point of booking and no refunds will be given if you fail to report an allergy when classes are first booked.

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Class leaders will complete risk assessments in relation to fire safety as well as general health and safety in relation to the building including entrances/exits/hot surfaces etc. We will also complete risk assessments in relation to the activities provided and resources used in classes. Activities and resources are selected to be generally suitable across the age range of the attendees but it is your responsibility to decide whether a task/activity is safe and/or appropriate for your child.

3. Insurance

Happy Little Learners holds the appropriate insurance cover required. If you wish to see a copy of our certificate this is available on request.

4. Supervision of children

Supervision of children is solely the responsibility of the adult that has brought the child(ren) to class. At no point must an adult leave the class or building without taking their child(ren) with them and at no point will any member of staff be responsible for the care of a child attending class. Please supervise them closely during the session and particularly during the use of resources - some resources may be considered a choking hazard and it is your responsibility to decide whether a task/activity is safe and/or appropriate for your child. No liability can be accepted for any incident that occurs due to this guidance not being followed.

5. Food and Drink

Due to allergies please do not consume any outside food during classes without checking first (infants who need to be fed are exempt from this rule). Cold drinks are allowed but please no uncovered hot drinks for the safety of the children attending the class.

6. First Aid

A qualified first aider will be present during classes, however medical supervision is the responsibility of the parent/guardian attending the class. A basic first aid kit will be available at class should it be required and is accessible by all staff members.

7. Accidents/Incidents

Every care has been taken to ensure that classes are a safe environment and are fully risk assessed. However, on the rare occasion that an accident or injury occurs, please ensure it is reported to a member of staff so it can be accurately recorded in an incident book and appropriate treatment/advice sought.

8. Sickness (including Covid-19)

Please do not bring your child to class if they/you/someone you have been in contact with has had a fever, vomited, or had diarrhoea within the past 48 hours or are exhibiting contagious symptoms or any symptoms of COVID-19. We reserve the right to refuse admittance to the class if we feel that the child or adult is too ill to participate.

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Infection control practices, such as cleaning regimes and hand washing/sanitising protocols are in place and will be carried out by staff as required. In order to help prevent the risk of the spread of coronavirus (COVID-19) there may be measures in place for those attending classes. These could include sanitising hands, keeping a certain distance from others not from your household, following directional signage in relation to the venue, or other similar measures. Please ensure you follow these guidelines if requested.

9. Safeguarding

It is the responsibility of all adults in class to be aware of safeguarding issues and to report these at the earliest opportunity to a class leader. We have a statutory duty to report any concerns for any child attending our classes to local authority services where there are concerns for the emotional or physical safety of the child or any concerns around neglect.

We hold a safeguarding children policy which is available to review on request and which outlines how we will respond to any safeguarding concerns raised.

10. Photos and videos

You are free to take photos and videos of your own child(ren) during class but ask that you ensure that other children/families are not identifiable in photos or videos without their permission. If you have consented to the use of photos and videos of your child(ren) on your booking form then we may use these to publicise our classes on social media and in print form (flyers and general class advertising). We will never fully name your child publicly when using their photos without your express permission.

11. GDPR

Happy Little Learners has a GDPR and Data Protection policy which is available on request.

In summary: Happy Little Learners collects information about individuals when they book to attend classes. Any personal information provided via the website or Enrolment Forms for classes, such as names, addresses, phone numbers and email addresses, will not be sold on for any marketing purposes.

Personal data collected for one purpose is not subsequently used for another without the individual's consent.

Information is collected, for example from attendance at classes or when orders are processed. If someone has agreed to be contacted, Happy Little Learners may, periodically, send promotional emails such as newsletters and information on new classes.

Happy Little Learners uses Mailerlite to send some emails. For further information on Mailerlite visit their website: <https://mailerlite.com/>

Happy Little Learners takes all reasonable care to safeguard personal information through security policies and secure business processes; we are committed to ensuring information is secure.

Booking information is made and stored securely through the booking platform BookWhen.com which is password –protected. All data is stored within the EU.

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We have implemented appropriate measures to protect personal information including password protected accounts and documents and a paperless system for storing data. Great care is taken to ensure that data cannot be accessed or viewed by anyone not authorised to do so.

Happy Little Learners will only keep your information for as long as is reasonable and necessary. Only relevant and necessary information is stored. Any debit or credit card details received through the booking website are passed securely to the chosen payment processing partner Stripe.

If you would like a copy of the information held about you, please email with ID, to nikki@happylittlelearners.group