



Huddle & Bliss Ltd

Booking Terms & Conditions 2021 Effective 3rd January 2022

These terms and conditions apply to all bookings. By making a booking, making payment (online or otherwise) and/or submitting your booking form/health questionnaire, you are confirming that you have read, understood and accept all terms stated without reservation.

1. In Person Course Bookings

If for any serious medical reason or extenuating circumstances you or your baby are not able to start your booked course on the commencement date H&B 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 £15 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 £25 administration fee is due, within 28 to 14 days a £50 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 H&B are unfortunately not able to offer any refund of course fees as we are then of course unable to fill that space. However H&B 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, sickness or self isolation measures. 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, or government restrictions 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 course curriculums completed.

Attendance of the first session of in-person courses is recommended 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 to join via our virtual studio or watch a recording, to remain with the same cohort. This does need to be organised in advance. Any extenuating circumstances are considered on a case by case basis.

Courses and events run on minimum numbers and although rare, as a small business trying to remain viable in extremely difficult times, we do reserve the right to postpone or cancel any such unviable events, offer alternative dates or cancel the course. In this instance of cancellation, any refunds to you will be made within 28 days of written request.

2. In Person One-Off Sessions & Workshops

One-off workshops and sessions such as, but not exclusive to, prenatal sessions, workshops etc may be cancelled up to 28 days before subject to a £10 charge. Within 28-14 days a £15 charge applies, 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.

2.1 Retreat Days at Flore House

Deposit payments for retreat events at Flore House are non-refundable and not transferrable. Within 28-14 days cancellation charge is £65 and within 14 days no refund is due. 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. In the case of 1:1 sleep programmes for a cancellation



within 48 hours a fee of £50 is charged to cover the considerable preparation work that will have already been carried out. 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 agree to being automatically enrolled in our virtual classroom/consultancy room. Virtual sessions will replace in-person sessions at the same time and same dates as the original in-person course/session. Virtual sessions will continue for as long as necessary in line with government guidelines. We do further reserve the right to move and/or retain tuition in our virtual classroom if our studio venue, knowledge, training and expertise deem it not suitable or safe for in-person classes to be held. This applies to all extra-ordinary circumstances that are beyond our control.

All virtual replacement classes or consultancy appointments will be held live, interactive and (recorded by arrangement). No refunds are due for in-person classes or appointments moved to our virtual studios or for any unattended virtual sessions.

Normal video and digital handouts will be provided as usual. Recordings of virtual classes can be arranged on request and made available for a limited time period.

If you personally choose to not attend in person sessions that are operating as normal and request to join virtually then we can of course organise this for you but no refunds are due.

If you wish to cancel an in person course/session that is moving to our virtual studios then standard cancellation terms apply without exception.

Any agreed refunds within lockdown periods are not guaranteed within 28 days and may take as long as 90 days to process.

5. Social Distancing & Self Isolation Measures - Pandemic

Huddle & Bliss are fully committed to following government guidelines and making attendance of in-person classes and treatments as safe as possible. Huddle & Bliss are further committed to providing virtual classes in place of in-person sessions where deemed necessary to ensure little if any disruption to course programmes and continuity of care and support 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 and updated as necessary.

All clients agree to adhere to these measures to ensure safety for all.

Currently we request that all clients follow our Mask to Mat Policy. Masks must be worn to enter, exit and move around all our venues. Masks may be removed when seated on your mat.

We kindly request that all clients perform a lateral flow test ahead of each class/session attendance. If you receive a positive test result please do not attend classes in person. Please follow current government guidance to verify your result. Where possible we will provide live virtual access under these circumstances.

If you attend an in person class and test positive within 48 hours please let us know so that we can put any necessary close contact tracing in place and adhere to current government guidelines.

Whereby a class attendee and their baby have to self-isolate and are not permitted to attend classes, they will be provided with video links to either a live session, recorded class 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, 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.

We commit to fully cooperating with UK Test and Trace and reserve the right to pass on contact details of any class attendees as requested by any UK Government agency. All class attendees have a legal obligation to self isolate if requested to do so.

6. Virtual & Hybrid 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 £20 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. If requested in advance, following each course or workshop a digital recording will be made available for a limited time 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 or complimentary treatments as part of the course package or special offers. We reserve the right to substitute these items with a suitable alternative in line with stock and third party availability. The pandemic has had a serious impact on supply lines so please bear this in mind. Stock is allocated on a first come first served basis in line with booking form submission/receipt. Such course inclusions have no monetary value in terms of discounts if the items/treatment are not required or claimed. We hold no responsibility for complimentary items/treatments provided by third parties that we may be collaborating with.

Please ensure you complete any forms clearly and correctly, checking any spelling to avoid embroidery errors. If the error is yours, charges for replacement items will apply, if the error lies with us then we will of course provide a corrected item at no additional cost.

Most courses and workshops include follow up digital resources for you to refer.

From time to time we include incentive offers such as free workshops or group subscriptions or membership with course purchases. Such inclusions have no monetary refund or discount value and we reserve the right to substitute any incentives as suitable.

Further information on what is included in your specific course or workshop purchase is contained in the product description at the time of purchase or written communications for manual bookings.

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. Treatments

Our limited treatment appointments are in high demand so advance payment is required. Any appointment changes should be notified to us at the earliest convenience. Within 72 hours we reserve the right to levy a cancellation fee of £30. No refund is due for same day cancellations or postponements. If you wish to postpone your treatment then do let us know as soon as possible. Within 72 hours we reserve the right to charge an appointment transfer fee of £10. If you go into labour early we will of course be more than happy to transfer your prenatal treatment to a postnatal treatment at no additional cost or provide a credit note. No refund is due for no shows. Serious medical issues and extenuating circumstances are considered on a case by case basis. In the case of imposed government lockdown and personal treatments such as prenatal massage are not permitted, appointments may be delayed or cancelled at no cost. Your payment may be used against a future booking or class. Refunds are usually processed in 28 days, however as previously mentioned in section 4, during lockdown this may take longer.

13. 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 H&B 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 collaborate with. Standard terms and conditions apply to bookings made using gift vouchers. Refunds are not available for gift vouchers once purchased. Gift vouchers must be used before their expiry date and no extension is available.

14. Private Group Bookings

Private group bookings operate on the minimum numbers agreed at the time of booking. If a member of your group decides to no longer join you, or fails to make payment then this may impact on the viability



and/or cost of your course, including a cancellation or administrative fee. Cancellation of private group bookings attract cancellation fees in line with our standard terms and conditions. In order to avoid cancellation we reserve the right to open private groups up to public sale should they not meet minimum numbers.

15. General

Due to high demand, your place on a course is not confirmed or guaranteed until full payment 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.

Please ensure you read our privacy policy. We do not share your information with other parties, with the exception of UK Test and Trace when requested to do so.

During the current pandemic, whilst our classes have previously been exempt, If you are not happy to transfer to a virtual classroom from an original in person class then please do not make a booking as no refunds are provided on this basis and standard cancellation charges apply in full.

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 ensure you read any applicable appendices for events and sessions.

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. If you experience a break out of diarrhoea and vomiting in your household, please allow at least 48 hours of everyone being symptom free prior to attending any class or session. Also see point 5 above.

Please take your child with you if you need to leave the room at in person venues. Our instructors are not able to hold or care for your child during the current pandemic except when professional support is needed or in times of emergency.

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, particularly in the current pandemic, 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 fully 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 in point 4) and via the original method of payment.

