



BOOKING TERMS AND CONDITIONS

Please read carefully, this contains important information about your booking

New Twinkle Tots Sensory Guarantee

If this is your first booking with **Twinkle Tots Sensory** and you decide after three classes it is not the class for you, then you may cancel the class and request a refund. A full refund will be given without question, minus the cost of the classes attended and any booking fees incurred. If you wish to cancel, please email **twinkletotssensory@outlook.com**

Refunds due to being unable to attend prior to the Half Term/Special Event starting

If after you have booked a Half Term or Pop Up Special Event you are no longer able to attend and don't wish to gift the classes to a friend then you can cancel and be refunded provided you inform **Twinkle Tots Sensory** in writing no less than 14 days of the course **commencing**. Please note there will be an administration charge of up to one-class for any changes made.

Payment Methods

All bookings are made and paid for in full at the time of booking via <https://bookwhen.com/twinkletotssensory>

Confirmation of Place

Once payment has been made in full then full confirmation will be sent via email confirming your place and the weeks included in your booking.

Please tell me immediately if any incorrect dates or venues have been selected so these can be rectified whilst bookings remain available. It is your responsibility to check dates and venue have been correctly selected – I will always try to swap you to the class you meant to book if there are places still available.

Covid-19 : Class Cancellation Policy

If classes need to be put on hold immediately due to a local/national shutdown, the classes will transfer immediately to be delivered via Zoom. If you don't wish to

continue with your class via Zoom then any classes owed to you will be rolled onto the next term. Your place in class will be secure and you will be given priority booking access on the next available term, If you are no longer able to attend the next term, you may choose one of the following options

- Gift any remaining classes to a friend or a member of your family
- A **Twinkle Tots Sensory** Gift Voucher to the value of the outstanding classes (vouchers are valid for 2 years)

Twinkle Tots Sensory hopes that you can choose from one of the above options but we do realise that it is not always possible. Please see below for your rights regarding a refund

You may exercise your right to a refund when classes are paused, and you are not able to attend the pre-booked dates. Please email me directly on **twinkletotsensory@outlook.com** and I will advise you of refund processing time. I will do this as soon as possible, in some cases it may be immediate, although due to the nature of lockdowns being implemented with no notice it may be necessary for me to re-sell your place from the waiting list – I will inform you of this and the expected timeframe for funds to be returned to you.

Holidays and Sickness Policy

Regrettably we cannot offer discounts or refunds to cover your booked holidays or sickness due to the need to ensure continuity of service. If you wish to 'gift' the session to a friend, that is lovely but please ask permission from **Twinkle Tots Sensory** first via email twinkletotsensory@outlook.com and give full details of who you are gifting it too.

If availability allows you may be offered to attend another class so you don't miss out, this is subject to availability and at the discretion of **Twinkle Tots Sensory**

Temporary Changes to Class content

All classes will be Covid-19 secure and Insert your business name will always follow Government, Local Authority and Public Health England Guidance. I have taken specific Covid 19 CPD certified training. Every venue is risk assessed and specific Covid 19 policies and procedures are in place. Depending on risk levels, it may be necessary at points to remove elements and resources from classes in order to comply with guidance and legislation. This will never be ideal but safety will always be paramount and I appreciate your understanding and cooperation during this ongoing pandemic

Supervision and withdrawal of service

All children must be supervised at all times and not left unattended.

The **Twinkle Tots Sensory** class leader cannot be responsible for a child at any time. Should a carer or associated visitor behave in a way that **Twinkle Tots Sensory** feels is unreasonable then the company reserves the rights to withdraw the provision of classes to the client.

Renewals

No later than two weeks before your term runs out your **Twinkle Tots Sensory** class leader will send out an email asking you if you wish to renew for another term.

Twinkle Tots Sensory will inform you of how to rebook your space and payment terms this is usually done via our online booking system. Note however that places remain on a first come first served basis. Parents are usually given 3 days to book their space before spaces are offered to the wider community.

Class Cancellation Policy: Weather/Staff Illness

Twinkle Tots Sensory will always endeavour to run classes but sometimes classes need to be cancelled due to either staff illness or during bad weather such as snow and ice. A **Twinkle Tots Sensory** class leader will endeavour to update parents through Social Media, WhatsApp groups and/or text so please ensure all contact details are kept up to date. An additional class will be offered for a different date should the above happen

Illness

Parents/carers are asked to keep their child at home if they have a serious infection and to inform **Twinkle Tots Sensory** as to the nature of the infection so that other parents can be alerted. Please keep your child at home if he/she or you:

Are displaying any of the symptoms of possible communicable diseases such as:

Measles • Chicken pox • German measles • Whooping cough • Covid-19

Impetigo • Scarlet fever • Hand, foot and mouth disease • Norovirus

Or are :

Displaying any of the symptoms of Covid 19 or have tested positive

Has a fever or has had one in the previous 24 hours

Has had an upset stomach or Diarrhoea in the previous 48 hours

Has heavy nasal discharge

Has discharging eyes.

We cannot offer a refund for a lesson missed due to illness but you may gift the class to a friend. Please see above.

Sibling discount

Twinkle Tots Sensory offers a free ticket for a twin, the first ticket being full price. The parent is responsible for both children at all times and the **Twinkle Tots Sensory** class leader will not be held responsible if for instance a parent needs to take one sibling to the toilet etc.

Commitment to Equal Opportunities:

At **Twinkle Tots Sensory** we have a commitment to ensure that the equipment and activities are value and worth to everyone regardless of race, culture, language, gender, age, experience, religion, background, ability or disability.

Data Protection

The information on this form contains personal data. **Twinkle Tots Sensory** will record, process, and keep your personal information secure in accordance with the Data Protection Act 1998. Information will never be passed onto a third party.

Videos, Photographs and Confidentiality

We love you taking pictures or videos of your children during the class provided it doesn't interfere with the class. In addition, please always be sensitive to taking pictures of others without their permission. If you are asked to stop, please do respect the rights of others. Please ensure you have ticked or left blank the box on the Booking Form giving or refusing consent to photographs

Protection of Property

Please note that your property left in prams or bags is your responsibility and not the responsibility of **Twinkle Tots Sensory** or the venue.

Health & Safety and Hygiene Policies

Twinkle Tots Sensory follows rigorous internal checks of venues and its own equipment to ensure that they are clean and safe. Risk Assessments are conducted before each class. **Twinkle Tots Sensory** asks all parents and carers to remove their shoes while in class in order to reduce the chance of transmission of microorganisms. Shoes need to be worn to visit the bathroom within class times.

Changes to our Terms and Conditions

Twinkle Tots Sensory from time to time may need to update or change these T&Cs. It will inform you of changes through regular channels of communication and you have 14 days to opt out of accepting changes in writing. Failure to do so will entitle **Twinkle Tots Sensory** to treat this agreement with you as being updated with the changes. **Twinkle Tots Sensory** Terms and Conditions are aimed to offer and present a fair structure to all who attend. We aim to provide our clients with the highest quality classes we can give. Please note participation of a **Twinkle Tots Sensory** is entirely at your own risk without any prejudice.

Terms and Conditions Reviewed **29.03.2026**