



BOOKING TERMS AND CONDITIONS

Please read carefully, this contains important information about your booking.

New NURTURING NOTES Guarantee

If this is your first booking with NURTURING NOTES 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 danielle@nurturingnotes.co.uk

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 NURTURING NOTES in writing no less than 7 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/nurturingnotes/>

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.

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 NURTURING NOTES first via email danielle@nurturingnotes.co.uk and give full details of who you are gifting it too

Supervision and withdrawal of service

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

The Insert your business name class leader cannot be responsible for a child at any time. Any children behaving disruptively may be asked to leave the group. Should a carer or associated visitor behave in a way that NURTURING NOTES 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 NURTURING NOTES class leader will send out an email asking you if you wish to renew for another term. NURTURING NOTES 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

NURTURING NOTES 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 NURTURING NOTES 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 NURTURING NOTES 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

NURTURING NOTES offers a discount for siblings and twins if brought by one adult within the same class. The parent is responsible for both children at all times and the NURTURING NOTES Insert your business name 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 NURTURING NOTES Insert your business name 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. NURTURING NOTES 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 NURTURING NOTES or the venue.

Health & Safety and Hygiene Policies

NURTURING NOTES 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. NURTURING NOTES 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

NURTURING NOTES 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 Insert your business name to treat this agreement with you as being updated with the changes. NURTURING NOTES 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 NURTURING NOTES is entirely at your own risk without any prejudice.

Terms and Conditions Reviewed **10/07/2024**