



Terms and conditions

PRE-BOOKING ONLY

Online booking is essential. Participants **MUST** pre-book their class space prior to the event.

CONTACTLESS PAYMENT

Pre-payment is required at the time of booking through the Bookwhen booking system for our classes.

Merchandise can be ordered and paid for by bank transfer prior to collection/delivery or on the day via our card reader or by cash.

CLASS SPACES

We operate a class credit system, meaning that should a customer be unable to attend their booked session, should a space be available on another session that week, with prior permission from class leader, they may attend the alternative session.

However, sessions cannot be carried over to another week unless it is a carry over for a Friday session.

We welcome an extra adult attending with a single child booking but please let us know in advance.

REFUND POLICY

Bookings are non refundable. In the event that you are unable attend your regular session, for any reason, you will forfeit the session unless we can accommodate you on an alternative day that week. However, you may gift the session to a friend if the session is appropriate for your friend's child to attend.

CANCELLATION BY MOO MUSIC

If a class is cancelled by Moo Music for reasons outside of their direct control we will offer a catch up class or, failing that, a refund.

HYGIENE CONTROL MEASURES

1) At Moo Music we operate the 'catch it, bin it, kill it' approach. Tissues will be made available in the session to ensure that any coughs or sneezes are caught safely while on the premises.

2) Prop bags will be used during the session and will be allocated in quantities that allow one for every child. We endeavour not to re use resources in the prop bags until the next day, although sometimes if we don't have enough props for that day, we may re use

but the prop in question will be cleaned using clinell wipes or sprayed with zoflora spray.

3) We request that you refrain from bringing your child to sessions if they have ANY kind of contagious illness including (but not limited to) chicken pox, diarrhoea, impetigo, an ear infection or a bad cold. Please wait until the doctor has given you the 'all clear' before returning to sessions. We follow the NHS guidelines on contagious illnesses. In the instance of vomiting and/or diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending session.

6) Moo Music has always placed great importance on cleanliness and hygiene, and our cleaning regime is always rigorous. Please ensure you let us know if anything is accidentally soiled during class so it can be dealt with - we know little ones can sometimes be a little bit sick or have a nappy leakage and that's ok - we will be able to sort the problem but we need to know about it. We always wipe our instruments and any other wipeable props after every use, wash puppets, scarves, baby mats and any themed props used, weekly.

8) Everyone will be allocated a chair on arrival. Please remove shoes and leave any items you don't need for the session on your chair, BEFORE before taking your place on the mats - this is really essential to helping us keep a clean environment for our little ones.

ARRIVING FOR YOUR CLASS

Please try not to arrive more than 5/10 minutes early for your session.

If you do arrive early for class, you may use the stairs entrance or, If you prefer, you can use the lift.

Once upstairs you can choose to wait in the communal area (if you do, please leave it as you find it), or, you can wait outside our room for the previous class to finish.

ALL prams/pushchairs can be left in the allocated area downstairs or brought up to our room via the lift at the alternative entrance. Once upstairs, prams can be left outside our room. Please try to keep the wheels away from the walls.

CHATTING IN SESSIONS

To minimise the need for session leaders to raise their voices, we ask that chatter is kept to a minimum so we don't have to shout to be heard.

MOST IMPORTANTLY

PLEASE DO LISTEN WHEN WE ARE GIVING INSTRUCTIONS TO THE CLASS.

SUPERVISION Please ensure that you supervise your children at all times once you have entered our venue and during the session - they love it when you join in!

TOILETS AND HAND WASHING FACILITIES

There are communal toilet facilities in both our venues

USE OF MOO MUSIC

Please be aware any CD's of Moo Music purchased are STRICTLY for personal HOME USE only and are not for use at any events including birthday parties, use within schools, playgroups, nurseries or at any public events. To use Moo Music at these types of events/places you need to hold a license which only the Moo Music licensee holds. They are the only person permitted to use Moo Music at any of these places/events.

VIDEO & PHOTOGRAPHY

Whilst the family atmosphere we encourage at classes means that parents, grandparents and friends should feel very comfortable taking photographs or video footage, we would ask that everyone remains sensitive to the feelings of others and always stop filming should they be asked to do so and not replicate any materials unless given permission to do so. In all instances the decision of the Moo Music Bolton class Leader is final.

Moo Music Bolton expressly forbids the right to reproduce any part of our lessons in any form (e.g. on the internet, DVDs, photographs etc.). Anyone suspected of continually filming or photographing the lessons for any purpose of publication will be asked to stop filming and leave the current and all future sessions.

All Moo Music Bolton photography, logos and illustrations are the copyright of Moo Music Limited. Any scanning or reproduction of any of the above without our written agreement will be regarded as being in breach of our copyright and dealt with accordingly.

Moo Music Bolton reserves the right to use photographs from classes for publicity purposes if you have agreed for us to do so.

Moo Music Bolton cannot be held liable for the actions of third parties, and therefore excludes to the fullest extent possible by law, any liability arising from a breach of this section headed 'Video and Photography' by any party.

PROPERTY AND VALUABLES

Items brought onto the premises at this time should be kept to a minimum. Please only bring into session the items required for your visit (i.e baby changing items/bag, handbag etc) All property (including prams) left in session venues or outside, is left at the owner's risk. Moo Music Bolton cannot accept any responsibility for the loss or damage or personal possessions.

FOOD AND DRINK

We aim to create a safe environment for adults and children who suffer from allergies, avoid choking hazards and manage the spread of infection. We therefore ask (with the exception of breastfeeding and formula feeding which is absolutely encouraged as required in session) that food is NOT opened or consumed on the premises. Please only bring water for your child to drink if necessary during the session and please ensure that containers are put away after use to discourage another child from picking it up and drinking from it.

Adults must NOT bring hot drinks to the class and please ensure you take responsibility for yours and your child's own cold drinks to avoid spillages and to prevent another child drinking from them.

SESSION LEADER

Whilst it is our policy to endeavour to ensure you always have the same session leader, we cannot guarantee this in the event that your regular session leader falls ill, etc. Unfortunately, we cannot always give advance warning when this might happen and there may be occasions when your session is lead by a suitable alternative session leader.

EXCLUSION OF LIABILITY

Children and babies participating in sessions provided by Moo Music Bolton are to be under the direct supervision of their parent or carer at all times. In the absence of any proven negligence or lack of due diligence on the part of the session leader, the parent or carer is wholly responsible for the safety of their child at all times during the session.

PROPS

We ask that all our props, instruments resources and equipment used in sessions are well loved and enjoyed during session but treated respect and care. It is the responsibility of the parent or carer to ensure that children do not cause unnecessary damage to our resources.

WITHDRAWAL OF SERVICE

Moo Music Bolton may, at its own discretion, refuse entry of a customer to its sessions if it is felt that the customer's behavior is unreasonable.

AND FINALLY - LET'S MAKE MOO MUSIC!