



# Whippersnappers

## Booking Terms and Conditions

- Only advanced bookings available – book through our website - <https://whippersnappersbabyandtoddleractivities.org/>
- Upon booking any Baby and Toddler Activity or Theatre event a £5 non-refundable booking/admin fee is included in your ticket price.
- Unfortunately, we are unable to offer a refund for your bookings unless requested more than 72 hours prior to your booking date. Refunds before 72 hours of your booking are available minus the £5 admin fee.
- However, you can offer your space to a friend or receive a credit note (minus £5 booking fee) if requested after the 72 hours of your booking date.
- A transfer can always be made to a different class in the same week or during your 6 week booking period. However this would not be possible if your replacement class is already full and you would need to take a space in an alternative class.
- Whippersnappers only allows for two transfers of bookings per 6 week block booking. - When making a 6 week block booking for a half hour baby toddler class you are charged £7.50 per class which is £45 for the 6 weeks of classes so you receive 2 free classes per 6 week bookings (£15 discount)
- When booking a Sensory Baby 6 week block bookings you pay £10 a session which is £60 for 6 sessions which gives you a discount of £12.
- All queries to be forwarded to [adavey@whippersnappers.org](mailto:adavey@whippersnappers.org)
- One adult only may attend with each child unless a special arrangement has been made. Please email [adavey@whippersnappers.org](mailto:adavey@whippersnappers.org) to make any changes or to add an additional adult.
- In case of a local or national lockdown due to COVID-19, our face-to-face classes will transfer online.
- **Whippersnappers when legally required will share customer contact information with NHS T&T.**

## On-Site Protocol

*Please note this protocol may change subject to new government guidelines;*

- Arrive 5 minutes before the class start time.
- When entering the building please sanitize hands.
- If you or your child are feeling unwell you are asked not to attend.
- Families to stay in their allocated area whenever possible throughout the session – either on your beanbag or matted area
- All areas and equipment will be wiped down and cleaned after each session
- Props and costumes may be shared amongst children however this is optional, and you are welcome to bring your own dressing up clothes and themed props.
- The wearing of masks is optional unless mandatory due to government guidelines.
- Visors may be worn by session leaders when 2 metre social distancing cannot take place. Outdoor setting visors may not be worn subject to government guidelines.
- Parents/carers are responsible for their children at all times.
- At the end of your class please be mindful that there may be another class arriving in 30 minutes so toileting should be done preferably during arrival or straight away at the end of the class.



- Please also be aware that the tutor will need to do cleaning in between the sessions so please leave your drum and shaker by your mat or bean bag and vacate the space with enough time to allow the tutor to clean before the next class arrives

**Thank you all again**