

# Moo Music Wicklow Terms & Conditions

## **PRE-BOOKING ONLY**

Online booking is essential. Participants must pre-book their class space prior to the event. We will be unable to accommodate drop-in attendances. Bookings will only be taken on acceptance of our terms and conditions along with a declaration of understanding that sessions must not be attended if they or their child are feeling unwell.

## **CONTACTLESS PAYMENT**

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

Merchandise can be purchased online [here](#) and picked up at class.

## **CANCELLATION BY MOO MUSIC**

If a class is cancelled by Moo Music due to illness, adverse weather, venue problems etc., we will endeavour to arrange a replacement session - if this is not possible you will be credited with a class.

## **NON-ATTENDANCE BY CUSTOMER**

Moo Music Wicklow is under no obligation to refund or transfer your money in the event that you are unable to attend your pre-booked class.

## **ILLNESS**

Should your child or the accompanying adult have, or develop, any known or suspected medical condition you must please consult your doctor before bringing them to the session and inform your Moo Music Wicklow Class Teacher either via the email address provided on the local website, Facebook pm or SMS. All information received is treated with the strictest confidence and sensitivity.

We recommend that you never bring your child to class if they have any kind of contagious illness including: diarrhoea, chicken pox, hand foot and mouth, impetigo, conjunctivitis, an ear infection or a bad cold. Please wait until the doctor has given you the all clear before returning to classes.

In the instance of sickness and/or diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a class. This is for the safety of the other children in the class, some of whom may be vulnerable.

## **CLASS RESOURCE AND PROPS**

All props are sanitised before class. Class blankets, scarves, puppets and other material items are machine washed. Masks and other difficult to clean props are rotated.

## **SUPERVISION**

Please ensure that you supervise your children during the session – they love it when you join in!

The structure of the class is going to be very different as we will not be able to move as freely as previously so we would ask that you engage fully in all the activities with your child during the 45 min session.

Food and drinks are not allowed in class. Food must not be consumed during the class as we need to be considerate of allergies and the choking hazards for younger children in the class. It also adds to our already extensive cleaning regime. Adults must not bring hot drinks to the class. Please provide a cold drink for your child/toddler before the session begins.

## **CLEANLINESS AND HYGIENE PRACTICES**

Moo Music Wicklow has always placed great importance on cleanliness and hygiene but our cleaning regime will be even more rigorous in the light of COVID-19. We need you to support this - please tell us 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.

## **TOILETS AND HAND WASHING FACILITIES**

These will vary from venue to venue so please adhere to their policies with regards to use of facilities and disposal of nappies/waste.

## **FIRST AID/EMERGENCIES**

PPE will be available to administer or support with First Aid but parents and carers are reminded they must supervise their child for safety purposes.

## **PROCEDURE IN THE EVENT OF A LOCAL/NATIONAL LOCKDOWN OR GOVERNMENT RESTRICTIONS THAT REQUIRE OUR CLASSES TO STOP**

In the event that we need to stop classes due to local or national guidance, classes will move online. We will not be able to offer refunds or class credits in this instance.

Additional Terms & Conditions Moo Music Wicklow

Please read the following Terms and Conditions before proceeding with your booking:

### **CHANGING CLASS TIMES AND VENUES:**

If a class becomes full we will open a waiting list and always try to open another class to cope with demand. If a class becomes too small to run we may need to merge it with another. We do our best to keep class times as similar as possible but unfortunately cannot always guarantee this. If it is not possible to merge a class it may need to be cancelled.

Should you need to change class venues or times we will do our utmost to accommodate you, but unfortunately cannot guarantee it. Ideally you will need to have completed your current half term/term before moving onto another session venue or time.

To secure your place in a class Moo Music Wicklow must have received payment.

### **REFUNDS AND CANCELLATIONS:**

Moo Music Wicklow is under no obligation to refund or transfer your money in the event that you are unable to attend part or the entirety of the half term/term. We regret that we are not always able to offer an alternative for missed sessions.

In the instance that a class venue cannot be used in the short term (due to e.g. refurbishment, double booking), we will endeavour, where possible, to re-schedule your session. In this instance Moo Music Wicklow is not responsible for any travel expenses incurred. When a class venue is not available on a longer term basis (in excess of one week), on public health or other grounds outside of our control, then we cannot be responsible for providing any further sessions during that time at that venue. If this occurs and in the event that it is not possible to reschedule the classes, we will use best endeavours to either refund the unused balance of your terms fees or credit them against the next term.

### **ADVERSE WEATHER:**

Moo Music Wicklow is under no obligation to refund sessions that may be missed by local adverse weather when the venue and environs are safe and accessible and the session goes ahead. We regret that we are unable to offer a refund or catch up session in the event of

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adverse conditions local to yourselves preventing you from attending a scheduled session. Moo Music Wicklow is under no obligation to refund or offer a free session/catch up class in the event adverse weather conditions have forced its scheduled venue to be closed.

### **VIDEO AND 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 Wicklow Class Leader is final.

Moo Music Wicklow 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 Wicklow 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 Wicklow reserves the right to use photographs from classes for publicity purposes if you have agreed for us to do so. However, in each instance we will always endeavour to inform you first.

Moo Music Wicklow 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.

### **VALUABLES:**

All property (including prams) left in class venues or in entrance halls or outside, is left at your own risk. Moo Music Wicklow cannot accept any responsibility for the loss or damage of any personal possessions.

### **NAPPIES & CHANGING YOUR BABY**

Always change your baby on the floor using a suitable changing mat. Do not use any raised areas such as benches, trolleys or tables. This is to prevent babies from rolling onto the floor from high surfaces which can easily happen and is extremely distressing for all concerned.

Please take all your used nappies away with you unless a clearly marked bin has been provided. Never leave nappies in an open bin (including those within the venue grounds).

## Withdrawal of Service

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

## **TEACHERS:**

Whilst it is our policy that we endeavour to ensure you always have the same teacher, we cannot guarantee this as teachers fall ill, leave etc. Unfortunately, we cannot always give advance warning when this may happen and, whilst we always try to limit it, it is a necessary part of our commitment to quality.

## **EXCLUSION OF LIABILITY:**

In the absence of any proven negligence, lack of due diligence or breach of duty by your Class Leader(s); Moo Music Limited; its franchisees or employees, the participation of you; your spouse/partner; child or those in whose care you have placed your child for the purpose of attending or observing Moo Music Wicklow music, singing and movement classes is done so entirely at your and their own risk.