

# Procedures and Terms and Conditions - January 2025



## General

- Participants are required to purchase or bring with them their own set of essential props. These will not be shared and will return home with the customer. If purchased these will be ready for customers at their first session.
- Families are required to specify the numbers of those attending and all children will need a space booking in order for them to attend. Under 6 month siblings do not need booking in a mixed group but you must let your session leader know to expect them.
- A booking is for 1 child and 1 adult. Additional adults will not be able to attend the class but are welcome to watch from the café – 1 adult per booking. i.e.. 1 child and 1 sibling place is 1 adult (unless there is a known absence, and it gives capacity – please speak with your session leader if there is a week you would like to bring an additional adult)
- Families are required to provide full names, telephone numbers and email addresses of those attending at the point of booking.
- Where possible we will allow you to change a group if you are unable to attend your own sessions or gift your session to a friend if you know you will be absent in advance. These are limited to 2 per half term. Changes of groups are subject to availability and therefore we ask you to let your session leader know in advance if you are going to miss a session. This supports us actioning class moves. Please e-mail any changes/ missed sessions rather than use social media as these can be missed due to the sheer volume of messages we receive.
- Participants are not allowed to consume food during the session due to concerns regarding allergies and choking hazards. Breastfeeding and bottle feeding are both permitted.
- Hot drinks must not be brought into class. Participants must take responsibility for their own cold drinks in order to avoid spillages and prevent other children from drinking them.

## Refunds/cancellations/changes to sessions

- Your term booking is non-refundable or transferrable. If for any reason we cannot start a half term the term will start as soon as we can. We will keep you updated, via e-mail, of any changes. If you have ordered a prop bag this will be available at your first session.
- Missed sessions cannot be carried over.
- 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.
- If a class becomes full we will open a waiting list and always try to open another class to cope with demand.
- If the regular session leader is ill/absent this will normally result in another Moo music session leader covering the group. In the instance that a session is unfortunately cancelled due to illness of your Moo Music leader, we will endeavour, where possible, to re-schedule your session for a new time. In this instance Moo Music Leeds is not responsible for any travel expenses incurred.
- 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 the company 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.
- If a session is cancelled due to adverse weather a link will be sent to you with a session to take part online.

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## Social Distancing Guidelines

- Participants are required to attend classes only when they are well.
- If the government give recommendations regarding social contact or anything else that would restrict attendance to classes in person we reserve the right to move our sessions online.
- Please refer to the NHS guidelines on school/ nurse attendance with illness and infection and respect the incubation periods.
- Should the Government or Local authority issue guidance to make sessions safe, we will endeavour to adapt/ include recommendations as we see fit.

## Withdrawal of Service

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

## 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 Leeds music, singing and movement classes is done so entirely at your and their own risk.
- All property (including prams) left in class venues or in entrance halls or outside, is left at your own risk. Moo Music Leeds cannot accept any responsibility for the loss or damage of any personal possessions.