



Our class, bookings, cancellation & refund policy

Registration forms: Please ensure you fill out the online registration details correctly, including the class you would like to attend for either your initial [trial class](#) or [paying for classes](#). If you find you would like to change classes once confirmation has been received, we will try best to swap the classes for you. However, please note this could be difficult, especially if a block has begun and classes are full, therefore it is not always guaranteed.

Booking and payment: The trial class costs £5 and needs to be paid in advance via PayPal on our [Book & Pay](#) page or before the start of class by cash or card. After your trial class we hope you will continue your Baby world and Me journey. To continue you will need to pay for the remaining weeks in the term before the start of the next class as we do not operate a pay as you go policy. In the unlikely event that Baby World and Me has to cancel a class due to illness or unforeseen circumstances such as (fire, flood, vehicle breakdown, serious illness, treacherous snow etc) and the class cannot be offered at another suitable time, then a refund or credit to a future class will be applied - we will agree this with you. Regretfully you are unable to carry missed sessions including for sickness or holidays over to a new term. For your trial class you still book in the usual way but if you can't make it please do let us know in advance and [contact us](#). If you have paid for this in advance and notify us you cannot attend before the class we will endeavour to re-book you at a suitable time. If this is not possible we will refund your trial class payment.

All places are non-refundable/ non-transferable: Baby World and Me is under no obligation to refund or transfer your money in the event that you are unable to attend part of or the entire course - this does not affect your statutory right to cancel if you have booked and paid for your place using our website then you have 14 days from the date of payment in which you can cancel and receive a refund. If you attend our classes within this 14 day period you will still have the right to cancel, but you must pay for the value of the service that is provided up to the point you cancel. We regret that we are unable to offer an alternative for missed lessons. You are however, welcome to offer your place to a friend as a gift. If you are wanting to offer your place to another, please notify us as soon as possible so we can amend the registers.

Other siblings: We are aware a lot of parents do have other children, however, please note that our classes are designed for babies from birth to toddling only. All older children aged from 18 months to 5 years are unfortunately unable to attend our classes due to health and safety reasons. I am sorry for any inconvenience this may cause.

Twins Discount: Baby World and Me will offer a twin discount for 1 parent per 2 children. Discount: 1st baby is charged at full price and the 2nd baby is charged at ½ price.

Recommend a friend promotion: At our discretion we may offer members our “*recommend a friend promotion*”. If an “*existing paid member*” – defined as members who have either paid for a full block or at least 5 weeks of a block – informs the Class Leader verbally or via email hello@babyworldandme.co.uk of their friend’s name and they subsequently pay for a full block (or



at least 5 weeks in a block – if less than 5 weeks remain then in addition they must book and pay for the next full block) then we will award the *existing paid member* a free class in the next available block. To claim the free class the *existing paid member* must also book and pay for the next full block. An existing paid member can earn a maximum of two free classes during their time at Baby World and Me, although we would of course welcome you to continue recommending our classes – we really value word of mouth! This is just our small way of saying thank you.

Illness: Parents are asked to keep their babies at home if they have a serious infection and to inform Baby World and Me as to the nature of the infection so that other parents can be alerted.

Please keep your baby at home if he/she:

- Has a fever or has had one in the previous 24 hours
- Has had an upset stomach or diarrhoea in the previous 24 hours
- Has heavy nasal discharge
- Has discharging eyes

Has symptoms of a possible communicable diseases such as:

Measles, Chicken pox, German measles, Whooping cough, Impetigo, Scarlet fever, Hand, foot and mouth disease, Norovirus.

Health and safety: The health and safety of babies and parents in our classes is of paramount importance. We adhere to strict health and safety guidelines and make sure that every aspect of our classes is delivered to the highest possible standard. Every effort will be made by Baby World and Me to provide a hazard free zone, however parents are always responsible for the safety and well-being of babies and children. Safety information will be given during some activities. All activities are safe if this information is followed should you have any concerns please speak to your class leader. In the unfortunate event of an accident please report this to your class leader who will help you to locate a first aider and in the completion of the necessary paper work. **Class leaders are not trained first aiders** however will work with the emergency services to help where possible in order to preserve life.

We also make sure.

- An extensive annual risk assessment is carried out to identify aspects of the environment that need to be checked on a regular basis - all our classes are held in partner premises so in these circumstances we will make sure the premises have conducted this.
- Toys and equipment are cleaned and checked each time they are used and damaged toys and equipment are immediately removed for repair or disposal, as appropriate.
- The premises are hygienic – following the requirements of the Health and Hygiene Policy.



- A register of children, staff and other adults is taken at the start of each session. Visitors who are not known to the setting should expect to be asked for identification.
- For peace of mind Class Leaders will hold Disclosure Barring Service (DBS) clearance and public liability insurance.

Photography and video in classes: Personal photography is allowed at all classes with the consent of all parents concerned. No photographs taken at classes can be used for anything other than personal use without written consent from Baby World and Me and the parents involved. We ask that sensitivity to this matter is maintained at all times. Small mobile phone videos are allowed again with consent, full length videos are not permitted under any circumstance.

Baby World and Me expressly forbids the right to reproduce any part of our classes in any form (e.g. on the internet, DVDs, photographs etc.). Anyone suspected of continually filming or photographing the classes for any purpose of publication will be asked to stop filming and leave the class.

Loss and damage: Baby World and Me cannot accept any responsibility for the loss or damage of any personal possessions.

Data Protection: The information on registration form contains personal data. Baby World and Me will record, process and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed/sent out to a third party.

Equal Opportunities: Baby World and Me works in accordance with all relevant legislation, to provide equality of opportunity for all children and families and take positive action to eliminate discrimination in all areas of their work, including:

- Disability Discrimination Act 1995, 2005
- Race Relations Act 1976 + Amendment 2000
- Sex Discrimination Act 1986
- Children Act 1989, 2004
- Special Educational Needs and Disabilities Act 2001
- The Equality Act 2006, 2010

Refusal of entry: Baby World and Me may, at its own discretion, refuse a class booking or entry to an individual to its classes and premises if it is felt that the client's behaviour is unreasonable or will have a detrimental impact to the business and other Baby World and Me members.

From time to time we may update these terms by sending you either an updated version or notification of minor changes. You are free to not accept these changes but we would ask you to notify us in writing of your non acceptance within 14 days of your receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.

If a member has any questions relating to this class, bookings, cancellation & refund policy they are welcome to email: hello@babyworldandme.co.uk or use the "Contact" page on our website.