

Singing Sprouts Policy & Guidelines 2026

1. Sessions: The class duration is 30 minutes. Please arrive 5 minutes before the session begins. We ask that you bring a blanket for your baby to lay/sit on.
2. Terms & Payment: Terms are usually 6 weeks long. Full term bookings are payable in advance. Once the term begins, any bookings are pro-rata, so you will only pay for the remaining weeks. Tasters can only be booked once per participant.
3. Refunds & Cancellation: Refunds are not possible once a term has commenced. If you make a booking cancellation 48 hours before the term starts, you will be refunded, but this will be subject to an administration fee of £3.00. Absence due to illness or holidays cannot be refunded. If you need to make a cancellation due to a long-term illness, a refund or credit may be given at the discretion of the class leader. If the leader cancels a session, it will be rescheduled. In the event that you are unable to attend the rescheduled session, contact us directly.
4. Illness: Please do not attend in the event of your child being sick. It is important we minimise the risk of spreading infections or diseases. If your child has an infection or disease, please inform us regarding the nature of it, so we can let other parents know. If your child has a fever in the 24 hours before a class, or an upset tummy/diarrhoea within 48 hours of the class, please avoid attending.
5. Health & Safety: The leader will ensure the room/space is safe, but please be aware that even in the safest of environments, an accident can occur. Please supervise your child at all times. By booking with us, you agree that you take full responsibility for the wellbeing of your child(ren).
6. Hygiene: Your class leader will ensure props are clean and in good condition. Items will be cleaned/sanitised/washed where necessary. Please try to avoid having your child put props in their mouth. If your baby is teething, please bring your own teething toy for them.
7. Your class leader has an enhanced DBS, and their own public liability cover.
8. Filming/photography: If you wish to take a photo or video of your child, you may be permitted to do so, but please be respectful of other parents who do not wish for their child to be photographed. In some instances, the class leader has the right to ask you to put your phones away so that you can be more actively engaged in an activity or song. In the case of promotional photography/filming, notice will be given, and permission will be requested in advance.
9. Discrimination & Behaviour: Any behaviour that could cause offence, disrupt, or discriminate will not be tolerated. Any parents/caregivers must show respect to both the leader and fellow participants. We have the right to ask anybody behaving in any inappropriate manner mentioned above, to leave.