



## CLASSES/sessions T&Cs

Terms and conditions- Little Guests events hire

### Booking terms and conditions

Charges are per child with sibling discounts available you should not purchase session tickets for children outside of your immediate family, unless you are a working childminder. We require all customers to book online in advance. No cash will be taken at group.

Please make your own account for your own family. For example, if a child is not yours, do not add them to your account. (If you are a childminder, please contact your local franchisee)

For cancelled sessions we offer credits. We do not offer cash refunds -if you cancel a booking no less than 24 hours before the class/session starts, a credit will be offered.

Our credits can be redeemed against merchandise, Birthday parties and sessions.

### Payment Methods:

Online Booking via Happity, Payments will be taken and managed via Stripe

Online booking via LG website, Payments will be taken and managed via Mollie.

Spaces for sessions remain on a first come first served basis. Multiple / block bookings are offered, but you can also book individual sessions.

Once payment has been made in full, an email confirming your place and the weeks included in your booking will be sent to your registered email address. To book or cancel classes/sessions please do this via your customer portal. If you are unsure, please contact [littleguestsevents@outlook.com](mailto:littleguestsevents@outlook.com)

### Refunds on Sessions or Events:

A booking or event may be cancelled provided you inform little guests events hire prior to its commencement by cancelling your booking via email. If cancelled no less than 24hrs before the class/session commences, a future class will be credited without additional cost. If you fail to cancel your booking within 24hrs hours of the class commencing, it will be at the discretion of the franchisee whether to offer a credit or retain the fee.

Little Guests do not provide credits for any sessions purchased with a discount code.

If you fail to attend a class/session without prior notice, no credit will be given. Little Guests do not offer cash refunds, but we can offer a credit up to the value of the original booking as long as the required notice has been given. A credit can only be used in the franchise territory that the original booking was made. All credits (from March 2026 onwards) have an expiry date of six months from date of issue.

If Little Guests cancels a session for any reason, a credit will be given, which can be used against merchandise, birthday party bookings or another session.

We may re-sell your place when you cancel:



Where you cancel your session place, to sell the available space to another circumstances where you cancel a session shall be at our sole and absolute discretion.

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#### Party Cancellations

Payment in full is required to secure your party booking. Payment is due within 7 days of acceptance of your party by our franchisee. If the payment isn't made within 7 days, the party will be cancelled and someone else has the right to book the party space.

If a customer cancels their booking after the booking has been confirmed, but more than 15 days before the party date, an administration charge of 25% of the full party price will be payable.

Cancelling a party less than 15 days prior to the party date (and not re-scheduling) will result in 50% of the party fee being retained by Little Guests. Subject to availability, a rescheduled party must take place within 60 days of the original party date booking, or the full fee will be retained.

Cancelling your party less than 7 days prior to the party date (and not re-scheduling) will result in 100% of the party fee being retained by Little Guests. Subject to availability, a rescheduled party must take place within 60 days of the original party date booking, or the full fee will be retained.

If a leader is unwell or unable to attend the party, we will do our best to arrange a replacement. While we cannot guarantee a specific leader, we will make every effort to accommodate your preferences.

#### Supervision and withdrawal of service:

All children must be supervised at all times and not left unattended. Little Guests session leaders are not responsible for attending children at any time. Any children behaving disruptively may be asked to leave the group.

Should a carer or associated visitor behave in a way that Little Guests feels is unreasonable or unsuitable then the company reserves the rights to withdraw the provision of classes to the customer.

#### Cancellation of Sessions policy by Little Guests events hire:

Little Guests events hire will endeavour to run classes during bad weather such as snow and ice, however in some cases sessions may have to be cancelled. A Little Guests leader will endeavour to update parents through text or email, so please ensure all contact details are kept up to date. An alternative session will be offered for a different date in the event that a session is cancelled. If we need to cancel sessions due to Covid or changes to Government guidelines, you will be credited, or where possible, sessions will be moved online.

If a franchisee / leader cancels a session for any reason, a credit will be given, which can be used against merchandise, birthday party bookings or another session.

#### Illness:

Parents are asked to keep their child at home if they have a serious infection and to inform the setting as to the nature of the infection so that other parents can be alerted. Please keep your child at home if he/she:

- Has a fever or has had one in the previous 24 hours
- Has tested positive to Covid or Flu
- Has had an upset stomach or Diarrhoea in the previous 48 hours
- Has heavy nasal discharge



- Has discharging eyes
- If your child is displaying any of the symptoms of possible communicable diseases such as: Measles, Chicken pox, German measles, Whooping cough, Impetigo, Scarlet fever, Hand, foot and mouth disease, Norovirus etc

We cannot offer a refund for a lesson missed due to illness, but if you cancel within the cancellation timescales you will receive a credit for another session.

#### Sibling discounts:

Little Guests offer discounts of up to 50% for siblings and twins, if brought by one adult sitting within the group. Parents / guardians / carers are responsible for all of their children at all times and the Little Guests session leader will not be held responsible if for instance a parent needs to take one sibling to the toilet etc.

#### Commitment to Equal Opportunities:

At Little Guests we have a commitment to ensure that the equipment and activities are value and worth to everyone regardless of race, culture, language, gender, age, experience, religion, background, ability or disability.

#### Data Protection:

The information on this form contains personal data. Little Guests will record, process and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed onto a third party.

#### Videos, photographs and confidentiality:

We love you taking pictures or videos of your children during the course provided it doesn't interfere with the session. In addition please always be sensitive of taking pictures of others without their permission. If you are asked to stop, please respect the rights and wishes of others.

#### Protection of property:

Please note that property left in prams or bags is your responsibility and not the responsibility of Little Guests or the venue.

#### Health & Safety and Hygiene Policies:

Little Guests follows rigorous internal checks of the venue and its own equipment to ensure that they are clean and safe. Daily Risk Assessments are conducted. Children are encouraged to wear non slip socks to avoid injury as some of the venues have hard flooring.

#### Intellectual property rights belong to us:

All intellectual property rights in our sessions or any other services, including any materials provided to you in our provision of the same belongs to us or our third-party licensors. Unless otherwise permitted by these terms, you must not permit any other person to use or benefit from any materials or information provided to you in the course of us providing you with our Services.

#### Changes to our Terms and Conditions:

Little Guests events hire from time to time may need to update or change these T&Cs. It will inform you of changes through regular channels of communication and you have 7 days to opt out of accepting changes in writing. Failure to do so will entitle Little Guests events hire to treat this



agreement with you as being updated and Conditions are aimed to offer and attend. We aim to provide our clients with the highest quality sessions we can give.

with the changes. Little Guests Terms present a fair structure to all who

Please note participation of a Little Guests session is entirely at your own risk without any proven negligence or breach of duty or care or lack of due diligence by Little Guests or any of its employees.