

# Little Haven Play- T&C's



## ✨🌙 Little Haven Play – Terms & Conditions 🌙✨

These Terms and Conditions (“Terms”) set out the basis on which Little Haven Play (“we”, “us”, “our”) provides classes and services (“Classes” and “Services”) to you as a consumer.

By booking or attending a Class, you confirm that you have read, understood, and agree to these Terms.

Our aim is to create a calm, safe, and welcoming environment for all families.

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### **1. Bookings & Payment**

- All bookings must be paid for in full at the time of booking.
  - A booking is not confirmed until full payment has been received.
  - All bookings are made via our online booking system.
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### **2. Refunds & Cancellations**

- Please refer to our separate Refund Policy for full details.
  - If you do not attend a booked session, no refund will be issued.
  - Where applicable and in line with our Refund Policy, a refund or transfer may be offered at our discretion.
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### **3. Illness Policy**

- Please do not attend if you or your child are unwell, particularly with symptoms such as fever, vomiting, diarrhoea, or any contagious illness.
  - This helps protect all families attending our sessions.
  - Please refer to our Refund Policy regarding eligibility for refunds or transfers due to illness.
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## 4. Session Guidelines

### Shoes & Play Areas

- Shoes must be removed before entering the sensory play area.
- Equipment and play areas are designed for babies and young children to explore safely.
- Please walk around the edges of the play space where possible and avoid stepping across equipment.

### Supervision

- All sessions are **stay-and-play**, and children must remain under the supervision of their parent or carer at all times.
  - Children must not be left unattended.
  - You are responsible for your child's behaviour and wellbeing throughout the session.
  - Please inform the session leader if you notice any damaged equipment or safety concerns.
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## 5. Health & Safety

- We take reasonable steps to provide a safe environment, including regular checks of equipment and play areas.
  - By attending, you acknowledge that children's play activities carry a level of inherent risk.
  - You agree to follow all guidance provided during sessions to help minimise risk.
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## 6. Responsibility & Liability

- Nothing in these Terms limits or excludes liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence.

- Little Haven Play will take reasonable care in the delivery of its Services and in maintaining a safe environment.
  - Parents and carers remain responsible for:
    - supervising their children at all times
    - ensuring their child uses equipment appropriately
  - We shall not be responsible for:
    - loss or damage to personal belongings brought to sessions
    - any injury or loss arising from failure to follow guidance or supervise appropriately
  - You may be held responsible for any damage caused by you or your child to equipment, the venue, or other property where this results from negligent or inappropriate behaviour.
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## **7. Safeguarding & Child Welfare**

- We are committed to safeguarding and promoting the welfare of all children.
  - Sessions are stay-and-play; no childcare is provided.
  - The session leader holds appropriate safeguarding training and an Enhanced DBS check.
  - If we have concerns about a child's safety or wellbeing, we will act in line with safeguarding guidance and may report concerns to relevant authorities where necessary.
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## **8. Insurance**

- We maintain appropriate insurance cover, including public liability insurance.
  - This insurance operates subject to its terms, conditions, and exclusions.
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## **9. Photography**

- You are welcome to take photos for personal use.
  - Please be respectful of others and obtain permission before including other families.
  - We may occasionally take photos or videos for promotional use.
  - If you prefer your child not to be included, please inform us at the start of the session.
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## **10. Data Protection**

- We process personal data in accordance with our Privacy Policy.
  - Information is used to manage bookings, ensure safety, and communicate with you about our services.
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## **11. Agreement to Terms**

- By booking or attending a session, you agree to be bound by these Terms and Conditions.
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## **12. Changes to These Terms**

- We may update these Terms where necessary.
  - Any changes will be communicated via our booking system or website.
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## **13. Governing Law**

- These Terms are governed by the laws of England and Wales.
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If you have any questions, please contact your Little Haven Play session leader.

Thank you for helping us keep Little Haven Play a calm and enjoyable space for all families. 🌙✨

# Little Haven Play- Privacy Policy



# Little Haven Play – Privacy Policy

This Privacy Policy explains how Little Haven Play (“we”, “us”, “our”) collects, uses and protects your personal data when you use our classes and services.

We are committed to handling personal data responsibly and in accordance with UK data protection law.

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## 1. Data Controller

Little Haven Play is the data controller responsible for your personal data.

If you have any questions about this Privacy Policy or how your data is handled, please contact:

Charlotte Moore

Email: [Littlehavenplay@outlook.com](mailto:Littlehavenplay@outlook.com)

Telephone: 07934604048

Location of services: West Sussex, United Kingdom

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## 2. How and Why We Use Your Information

We collect and use personal data to:

- Provide and manage bookings and attendance

- Match children to appropriate sessions
- Ensure the safety and wellbeing of children
- Maintain safeguarding procedures
- Communicate important session information
- Meet legal, insurance and regulatory requirements
- Send marketing communications where consent is given

We only collect data necessary to provide our services and maintain a safe environment.

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### 3. Information We Collect

We may collect:

- Parent or carer name
- Contact details (email, phone, address)
- Child's name and date of birth
- Health or medical information voluntarily provided
- Booking and attendance records
- Payment confirmation details

We do not store card payment details.

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### 4. Children's Data

We rely on parents or legal guardians to provide information about children.

By providing this information, you confirm you have the authority to do so.

We take particular care when handling children's data.

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### 5. Special Category Data

To provide safe sessions, we may process limited health or safeguarding-related information, such as:

- Allergies or medical needs
- Safety or welfare concerns
- Incident or safeguarding records

This data is processed only where necessary to:

- Protect the vital interests of a child
- Provide a safe environment
- Meet safeguarding responsibilities
- Comply with legal and insurance obligations

Additional security measures are applied to this information.

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## 6. Lawful Basis for Processing

We process personal data under the following lawful bases:

- Contract – to provide and manage booked services
  - Legitimate interests – to operate and improve sessions
  - Legal obligation – for safeguarding and safety requirements
  - Vital interests – where necessary to protect a child
  - Consent – for marketing communications or optional uses
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## 7. How We Store and Protect Your Data

We use appropriate technical and organisational measures to protect personal data, including:

- Secure booking systems
  - Password-protected devices
  - Restricted access to sensitive information
  - Confidential safeguarding record handling
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## 8. Sharing Your Information

We may share personal data with trusted service providers who support our operations, such as:

- Booking platforms
- Payment processors
- IT or website providers

These organisations process data only on our instructions and must comply with data protection law.

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## 9. Safeguarding and Information Sharing

Where necessary to protect the safety or welfare of a child, we may share information with relevant safeguarding authorities, including:

- Local Children's Services
- Police
- Health professionals
- Safeguarding advisory bodies

Information will only be shared where there is a lawful basis to do so.

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## 10. Data Retention

We retain personal data only for as long as necessary for operational, safeguarding, legal and insurance purposes.

Typical retention periods include:

- Booking and attendance records: up to 5 years after last attendance
- Accident or incident records: up to 5 years
- Safeguarding records: retained long-term where required
- General enquiries: up to 2 years
- Marketing preferences: until consent is withdrawn

Data is securely deleted when no longer required.

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## 11. Your Data Rights

Under UK data protection law you have the right to:

- Request access to your personal data
  - Request correction of inaccurate data
  - Request deletion of data where appropriate
  - Restrict or object to processing
  - Withdraw consent at any time
  - Request data portability
  - Lodge a complaint with the Information Commissioner's Office (ICO)
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## 12. Data Breaches

In the event of a personal data breach, we will:

- Take steps to contain and assess the breach
  - Notify affected individuals where required
  - Report serious breaches to the ICO where legally necessary
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## **13. Automated Decision Making**

Little Haven Play does not use automated decision-making or profiling.

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## **14. Changes to This Policy**

We may update this Privacy Policy from time to time.  
The latest version will always be available via our website or booking system.

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## **15. Contact**

If you have questions about this policy or your data, please contact:

Charlotte Moore  
Littlehavenplay@outlook.com  
07934604048

# Little Haven Play- Refund Policy



# 🌟🌙 Little Haven Play – Refund Policy 🌙🌟

This Refund Policy explains how cancellations, refunds, and transfers are handled for Little Haven Play classes (“Classes”).

By booking a Class, you agree to this Refund Policy.

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## 1. Cancellations by You

- If you cancel your booking **more than 3 days before** the Class, you will be eligible for a refund.
- If you cancel your booking **between 24 hours and 3 days before** the Class, we may offer a transfer to another session, subject to availability.
- Cancellations made **less than 24 hours before the Class**, or failure to attend, will not be eligible for a refund or transfer.

All refunds or transfers are subject to availability and in line with this policy, and at our discretion unless otherwise required by law.

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## 2. Non-Attendance (No-Shows)

- If you do not attend a Class and have not notified us in advance, no refund or transfer will be issued.
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## 3. Illness

- If you or your child are unwell, please do not attend the Class.
- This helps protect all families attending our sessions.

- Please refer to our Terms & Conditions and Illness guidance before attending.

Where appropriate and at our discretion, we may offer a transfer or refund in cases of illness, depending on the circumstances and availability.

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## 4. Cancellations by Little Haven Play

- In rare circumstances, we may need to cancel or reschedule a Class due to events outside of our control, including but not limited to severe weather, venue closure, or other unforeseen circumstances.
  - Where possible, we will aim to offer a suitable alternative, such as a rescheduled session or a catch-up class.
  - If we are unable to provide a suitable alternative, a full refund will be issued for the affected booking.
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## 5. Refunds & Discretion

- Refunds will only be issued where the conditions outlined in this policy are met.
  - All refunds and transfers are subject to our reasonable discretion, unless otherwise required by law.
  - Little Haven Play reserves the right to refuse a refund where requests fall outside of this policy.
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## 6. Booking Terms

- All bookings are subject to this Refund Policy.
  - Bookings are non-transferable unless explicitly agreed by Little Haven Play.
  - It is your responsibility to ensure you are available for the session you book.
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## 7. General

- Please contact your Little Haven Play session leader if you have any questions regarding this policy.
- We aim to be fair and reasonable when dealing with any requests, while also maintaining the sustainability of our classes.

# Little Haven Play- Safeguarding Policy



# Little Haven Play – Safeguarding & Child Welfare Policy

## 1. Statement of Commitment

Little Haven Play is committed to safeguarding and promoting the welfare of all children and vulnerable individuals attending our sessions.

We aim to provide a safe, calm, inclusive and welcoming environment where families feel supported and children can explore play safely.

The welfare of the child is our priority at all times.

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## 2. Nature of Our Sessions

Little Haven Play operates as a **stay-and-play environment**.

- No childcare or supervision is provided.
- Parents and carers remain fully responsible for their children at all times.
- Children must **not be left unattended at any time**, including briefly.

If a child is left unattended, the session leader may intervene to ensure safety and may ask the parent/carer to remain present.

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## 3. Safeguarding Lead

Little Haven Play has a named Safeguarding Lead responsible for safeguarding awareness and response.

**Safeguarding Lead:**

Charlotte Moore  
07934604048

The Safeguarding Lead:

- Holds safeguarding awareness training
- Understands local safeguarding procedures
- Will seek external safeguarding advice where required

Little Haven Play is not a registered childcare provider and does not operate a formal DSL structure.

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## **4. Safer Environment & Supervision**

We take reasonable steps to maintain a safe environment, including:

- Regular equipment and venue checks
- Clear supervision expectations
- Safe session layout and activity design
- Risk assessments

Parents/carers must:

- Supervise their children at all times
  - Ensure equipment is used appropriately
  - Follow guidance provided during sessions
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## **5. Safer Behaviour & Adult Conduct**

To support safeguarding:

- No adult should engage in unsupervised one-to-one interaction with a child who is not their own.
- Physical contact should be avoided unless necessary for safety or first aid.
- Volunteers or staff must maintain appropriate professional boundaries at all times.
- Any concerns about adult behaviour should be raised with the Safeguarding Lead.

Little Haven Play reserves the right to refuse entry or ask individuals to leave if behaviour raises safeguarding concerns.

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## **6. Recognising Safeguarding Concerns**

We are alert to signs that a child may be at risk of harm, including:

- Unexplained or repeated injuries
- Signs of neglect
- Significant behavioural or emotional changes
- Concerning disclosures

Concerns may arise gradually or suddenly.

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## **7. Responding to Safeguarding Concerns**

If a safeguarding concern arises, Little Haven Play will:

1. Listen and respond sensitively
2. Record factual information
3. Seek safeguarding advice where appropriate
4. Report concerns to relevant safeguarding authorities where necessary

We do not investigate safeguarding concerns ourselves.

The welfare of the child will always take priority over confidentiality.

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## **8. Allegations Against Adults**

If an allegation is made regarding the behaviour of the session leader, volunteer, or any adult:

- Immediate steps will be taken to ensure child safety
- Safeguarding advice will be sought
- Relevant authorities may be informed
- The individual may be asked not to attend sessions while the matter is considered

Little Haven Play will not attempt to investigate allegations independently.

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## 9. Recording & Confidentiality

Safeguarding concerns will be:

- Recorded factually and securely
- Shared only on a need-to-know basis
- Retained in line with data protection and insurance requirements

Confidentiality will be respected wherever possible, but information may be shared to protect a child.

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## 10. Working with Parents & Carers

We aim to work openly and respectfully with families.

Where appropriate, concerns may be discussed with parents/carers.

However, if a child may be at risk, safeguarding authorities may be contacted without prior discussion.

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## 11. Managing Safeguarding Risks in Sessions

The session leader may take action if:

- A child is left unattended
- An adult's behaviour raises concern
- The environment becomes unsafe
- A safeguarding risk is identified

This may include:

- Providing guidance
  - Adjusting activities
  - Asking individuals to leave
  - Ending a session if necessary
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## **12. External Safeguarding Contacts**

If required, safeguarding concerns may be reported to:

- Local Children's Social Care
- NSPCC
- Police (in emergency)

Advice will be sought before reporting where appropriate.

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## **13. Policy Review**

This policy is reviewed regularly to ensure alignment with current safeguarding guidance and best practice.