

ART & SENSORY WITH JESS

TERMS AND CONDITIONS

Creative, inclusive art and sensory sessions for children

Effective date	25 June 2026
Business	Art & Sensory with Jess / Sensory Play Trays
Contact	sensoryplaytrays.co.uk @sensory_play_trays

By making a booking, the parent or carer confirms that they have read, understood and agreed to these Terms and Conditions.

These Terms and Conditions apply to studio sessions, home sessions, outdoor sessions, workshops, events, parties and agreed drop-off sessions delivered by Art & Sensory with Jess.

1. Bookings and payment

- All sessions must be booked and paid for in advance unless otherwise agreed in writing.
- A child's place is only confirmed once payment has been received. Places cannot be held without payment because spaces are limited.
- Parents and carers are responsible for checking that all booking information is correct and for providing accurate contact, medical, allergy and additional-needs information.
- Prices are those shown at the time of booking. Any discounts, bundles or promotional offers are subject to their stated terms and availability.

2. Cancellations, transfers and refunds

- Bookings are non-refundable except where Art & Sensory with Jess cancels the session or where a refund is required by law.
- Where more than 48 hours' notice is provided, a booking may be transferred once to another available session, at the discretion of Art & Sensory with Jess.
- Cancellations made with fewer than 48 hours' notice, missed sessions and non-attendance cannot be refunded, credited or transferred.
- Block-booking packages must be used within the stated validity period and cannot be exchanged for cash.
- If Art & Sensory with Jess cancels a session, the parent or carer will be offered a transfer, a credit or a refund for the cancelled session.

3. Arrival, attendance and collection

- Families should arrive promptly so that sessions can begin and finish on time.
- For parent-attended sessions, the accompanying adult remains responsible for supervising their child throughout the session.
- For an agreed drop-off session, children must be signed in and collected promptly by a parent, carer or authorised adult. Art & Sensory with Jess must be told in advance if a different person will collect the child.
- Persistent late collection may result in an additional charge or the child being unable to attend future drop-off sessions.

4. Supervision and behaviour

- Children must follow reasonable safety instructions given by Jess or an assisting adult.
- Art & Sensory with Jess may pause or end a child's participation if their behaviour creates a significant safety risk to themselves or another person.
- Parents or carers may be asked to support their child, remain nearby or collect them where additional assistance is required.
- Sessions are inclusive and reasonable adjustments will be considered wherever possible. Relevant information should be shared before the session so appropriate planning can take place.

5. Health and illness

- Children should not attend if they are unwell, have a contagious illness, or have experienced vomiting or diarrhoea within the previous 48 hours.
- Parents and carers must inform Jess before the session of any allergy, dietary requirement, medical condition, skin sensitivity, asthma, medication, additional need or other matter that may affect safe participation.
- Parents and carers are responsible for providing any required medication and clear instructions. Medication will only be administered where this has been specifically agreed in advance.

- If a child becomes unwell during a drop-off session, their parent, carer or emergency contact will be asked to collect them as soon as possible.

6. Allergies and sensory materials

- Sessions may use paint, glue, dough, rice, pasta, flour, cereals, food colouring, natural materials and other sensory resources.
- Some activities may contain food-based ingredients even where the materials are not intended to be eaten.
- Parents and carers must provide complete allergy, intolerance and sensitivity information before the session. Although reasonable care is taken, an allergen-free environment cannot be guaranteed.
- Activities and materials may be adapted where reasonably possible following prior discussion.

7. Clothing and personal belongings

- Art and sensory play can be messy. Children should wear comfortable clothes and shoes that may become stained.
- Aprons may be available, but Art & Sensory with Jess cannot accept responsibility for staining or damage caused by paint, glue, sensory materials or other substances.
- Personal belongings should be clearly labelled. Art & Sensory with Jess is not responsible for lost, damaged or misplaced items.

8. Safety, first aid and emergencies

- Activities are planned with children's ages, abilities and safety in mind, and equipment is checked before use.
- Children must be appropriately supervised, particularly where activities include small parts, scissors, water, food-based materials or items that could present a choking risk.
- Jess is DBS checked and insured.
- Basic first aid may be provided where necessary. In an emergency, appropriate medical assistance may be contacted and the parent, carer or emergency contact will be informed as soon as reasonably possible.

9. Photography and video

- Photographs or short videos may occasionally be taken for business, website or social-media purposes.
- Images will only be used in line with the photography permission selected by the parent or carer: face shown, no face shown, or no photography.
- Photography permission may be withdrawn at any time by contacting Art & Sensory with Jess. Withdrawal will apply to future use and future content.
- Parents and carers attending a session must not photograph or share images of other children without permission from their parents or carers.

10. Home sessions

- For a session held at a client's home, the parent or carer must provide a safe, clean and suitable space with enough room for the agreed number of children.
- The activity area should be cleared before arrival. Any fragile, valuable or unsuitable items should be removed.
- Art & Sensory with Jess will take reasonable care when setting up and delivering activities but cannot accept responsibility for pre-existing damage or staining where appropriate floor, table or furniture protection has not been provided or agreed.
- A responsible adult must remain on the premises unless the session has specifically been agreed as a drop-off session.

11. Outdoor sessions and weather

- Outdoor sessions may be moved, changed, postponed or cancelled where weather or environmental conditions are considered unsafe, including extreme heat, heavy rain or strong winds.

- Parents and carers are responsible for ensuring that children are dressed appropriately and have suitable sun protection, hats, layers or waterproof clothing where required.

12. Parties, events and group bookings

- Party and event bookings are subject to the details confirmed in the individual booking agreement, including date, time, location, theme, number and ages of children, payment schedule and cancellation terms.
- The client must provide final attendance numbers and all relevant medical, allergy and additional-needs information by the agreed deadline.
- Where guest numbers exceed the number agreed, additional charges may apply and activities may need to be adapted for safety and capacity reasons.
- The client is responsible for ensuring suitable adult supervision unless facilitation and supervision arrangements have been specifically agreed in writing.

13. Changes to advertised activities

- Activities shown in advertisements, photographs or booking information are examples and may be changed due to availability, safety, children's needs or circumstances outside the reasonable control of Art & Sensory with Jess.
- A suitable alternative activity or material will be provided wherever reasonably possible.

14. Responsibility and liability

- Parents and carers must disclose all relevant information concerning their child's health, allergies, additional needs and behaviour.
- Art & Sensory with Jess will take reasonable steps to provide a safe and appropriate environment but cannot be responsible for incidents arising from information that was not disclosed before the session.
- Nothing in these Terms and Conditions limits or excludes liability where it would be unlawful to do so.

15. Privacy and personal information

- Personal information is collected and used only where needed to manage bookings, communicate with families, deliver sessions, safeguard children and respond to emergencies.
- Information will be handled securely and will not be shared with third parties unless this is necessary for safeguarding, medical, insurance or legal reasons.
- Parents and carers should contact Art & Sensory with Jess if their information changes or if they have a question about how it is used.

16. Changes to these Terms and Conditions

- Art & Sensory with Jess may update these Terms and Conditions from time to time. The version in force at the time of booking will normally apply to that booking unless a change is required for safety or legal reasons.
- The latest version will be available through Art & Sensory with Jess or the Sensory Play Trays website.

17. Contact

- Questions, changes or concerns should be communicated to Jess as soon as possible and, where relevant, before the session.
- Website: sensoryplaytrays.co.uk
- Instagram: [@sensory_play_trays](https://www.instagram.com/sensory_play_trays)

BOOKING ACKNOWLEDGEMENT

By completing and paying for a booking, the parent or carer confirms that they have read, understood and agreed to these Terms and Conditions.