



Terms and Conditions of Booking

- i. The full amount is payable at the time of booking a course/session or workshop to guarantee a place. Booking 1 space on a course allows a maximum of 2 parents/carers to attend with their baby. Due to COVID19 this has temporarily changed to 1.
- ii. If you have twins/multiples, you will not be charged for more than 1 space but please specify multiples on your booking form.
- iii. The Booking Form, including health questions must be completed prior to the course, and it is the responsibility of the parent/carer to inform the instructor of any changes to the information provided on a weekly basis.
- iv. Parents are permitted to take photographs/video footage only of their own child during the sessions.
- v. Only with your written permission will photographs/video footage of the classes be used for marketing purposes.
- vi. The information you provide in the booking form and any further correspondence with the instructor is treated confidentially and will not be shared with any third party. It will be stored securely and only for as long as necessary.
- vii. The Nurture Tree Ltd. reserves the right to update fees and terms and conditions in the future.

Refund Policy

- i. If you cancel your place on a course giving more than 2 weeks notice you will be refunded in full. Cancellation with less than 2 weeks notice will receive 50% refund. Cancellations with less than 48 hours notice will not receive a refund.
- ii. Refunds/discounts cannot be given for missed sessions. Withdrawing during a course is classed as cancellation and refund will not be given.
- iii. If a serious medical reason means you cannot attend your booked course, efforts will be made to book you onto the next available course.

- iv. The Nurture Tree Ltd. reserves the right to cancel a session/entire course if there is a problem with the venue or the class size.
- v. In the event that a course is cancelled due to COVID restrictions/venue closure you will be offered a place on an alternate Messy Play Session. In the event that you really cannot take this (I.e. move home away from the area) then a full refund will be given.
- vi. In the event that The Nurture Tree Ltd. cancel a course/session or workshop a full refund will be given.

COVID 19 TERMS AND CONDITIONS

I am excited to launch face to face classes, but I must make you aware of these COVID 19 measures. I ask that you **always** respect these. I am doing my best to keep parents, children and myself safe.

i. Mask to be worn in all common areas within the venue. Mask to mat policy – once you are on your mat with your baby you can remove your mask.

ii. All mats will be spaced/distanced, we ask that you do not move them.

iii. Usually The Nurture Tree Ltd. would provide cushions and towels but at present we are not permitted to do so. Please bring a cushion/blanket and a couple of toys (nothing too overstimulating) that will make baby feel at home and comfortable.

iv. We cannot serve drinks as usual so please feel free to bring your own in a lidded cup and a snack or two should you wish to do so.

v. Please do **NOT** attend class if you or baby has any of the following symptoms:

- A new continuous cough
- A high temperature
- A loss of, or change in, your normal sense of taste or smell

vi. You will be asked to sanitise your hands on entry and on leaving the venue

vii. We must ask you to follow one-way systems when indicated

viii. We require that you inform us immediately if you test positive for COVID-19 within 14 days of attending a class with us.