

## Terms & Conditions

A copy of our public liability insurance policy is available on request.

### **The following General Booking Terms and Conditions apply:**

Payment – we accept payment through the website via bank transfer. Payment is required to confirm your place on a course or class.

Bookings are non-transferable.

### **Cancellations**

If you cancel the booking more than 10 days prior to the start of the class / course then 50% of the booking will be refunded. If you want to cancel after this time we cannot provide a refund. The reason for this is that there is little chance we will be able to re-book cancelled spaces in our classes, we may have turned other bookings down and we have to pay to rent the space.

Processing refunds will be also subject to a £1.50 admin charge. We will refund money by the same method that you paid.

We reserve the right to cancel a course if we have insufficient numbers, if there is an issue with the venue, or due to unforeseen circumstances, such as illness. If this happens we will offer you a place on a subsequent course, or refund your money.

We cannot offer a refund for missed classes if you do not attend (e.g. baby is ill, holidays). If the instructor has to miss a class (e.g. if we are ill) we will aim to reschedule the class including as many attendees from the group as possible or offer a refund.

### **Absence Due To Illness**

Please do not attend classes if you are showing signs of upset stomach with diarrhoea or sickness, contagious disease any other member of your family is showing signs of sickness.

Refunds/discounts are not given for classes missed due to illness. We will always try to offer you the opportunity to join us on the next available course with spaces to catch up on any missed sessions.

### **Your responsibilities**

All classes – You remain responsible for your child at all times throughout each lesson.

You are agreeing that your baby is in good health and you are happy to complete the various activities during the duration of the course, you are responsible for notifying the instructor about any health conditions that affect you or your baby that may be relevant to the class.

You are responsible for contact with your GP throughout any course or consultation service with The Mama Spring, and your GP remains your primary medical source.

You are responsible for all applications of skills you may practise outside the classes both now & in the future.

We are not liable for any loss, damage or injury that may occur whilst attending our classes.

Specifically for Baby Massage - You have tested the massage oil and are happy to use this oil on your baby's skin during the massage course/or you have agreed to provide your own oil. Or you have decided that you don't want to use an oil on your baby's skin.