

## **TERMS AND CONDITIONS**

We aim to provide the highest quality classes for all our customers. We are committed to the safety of everyone attending our classes whilst delivering the highest standard of service. Please read these conditions carefully. These requirements have been put in place to ensure everyone's safety and enjoyment in our classes. By booking, you agree to adhere to the requirements below.

Participating in a Babble 'N' Chat class is entirely at your own risk without any proven negligence, breach of duty of care, or lack of due diligence by Babble 'N' Chat. We reserve the right to amend these terms and conditions at any point during our operation.

### **Introduction**

These terms and conditions apply to you, the customer, and the owner/provider of classes and related services Babble 'N' Chat. Please read these terms and conditions carefully, as they affect your legal rights. Our classes are booked through our third-party provider Happity. Please read Happity's terms and conditions in conjunction with this document when booking.

### **Registration with Happity**

Happity is a third-party booking and advertising website/app used by Babble 'N' Chat. You must ensure that the details provided by you during registration or at any time are accurate and complete. You must inform us immediately of any changes to the information that you provide when registering, by updating your personal details to ensure we can communicate with you effectively.

### **Booking Policy**

- Classes are booked on a session or termly basis through the third-party, Happity. Payments are made using their booking facilities and are subject to their own terms and conditions/policies.
- Unfortunately, we cannot offer refunds or catch-up sessions for classes that are missed due to illness, etc.
- Babble 'N' Chat will endeavor to run classes as scheduled. However, class leaders' ill health, unforeseen circumstances (e.g. building closure), or poor weather conditions may result in sessions being cancelled. Parents will be notified by social media, email, and/or text/Whats app. An additional class will be offered if we must cancel, or credit will be offered against a future class. Regrettably, we cannot automatically offer cash refunds.

### **Class Policy**

- We recommend hands are sanitised before entering sessions.
- Please can you bring your own blankets for your baby to sit on.
- All props/mats will be disinfected after use in the session.
- We welcome breastfeeding/bottle feeding during sessions.
- No food to be consumed in the session unless for medical reasons.
- We ask kindly that mobile phones are left on silent and only used for calls if necessary.
- We welcome up to two adults to attend per session
- We reserve the right to ask attendees to leave if they are behaving unreasonably, in a way that is negatively impacting the enjoyment and participation of the group or goes against the inclusive values of Babble 'N' Chat's ethos.





- Children must be supervised at all times by their accompanying parent/carer. The class leader cannot be responsible for a child at any time.
- Please note that property left in prams or bags is your responsibility and Babble 'N' Chat cannot take any responsibility for the safeguarding of these items.

### **Illness Policy**

We ask that you and your children stay at home if you are unwell. This includes but is not limited to the following:

- Sickness and diarrhea in the last 48hrs
- Infectious conditions such as Impetigo or Conjunctivitis
- Have symptoms of possible communicable diseases such as:
  - Measles
  - Chicken Pox
  - German Measles
  - Whooping Cough
  - Scarlett Fever
  - Hand, Foot, and Mouth Disease
  - Norovirus
  - Coronavirus

### **Photo Policy**

Photos will be taken by class leaders during the session and will be shared on social media and other platforms as part of our marketing (e.g. website, flyers). The class leader will announce photos are to be taken, to allow you to opt-out if you wish. We welcome you to take photos of your baby in the class, but please be mindful of others. Please respect others' privacy when posting on social media platforms. If you post on social media and tag Babble 'N' Chat, you give us permission to use the photos for marketing purposes.

### **Data Protection:**

The information on the registration form completed through the third-party website/app Happity contains personal data. Babble 'N' Chat will record, process, and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed/sent out to other third parties.

### **Safeguarding**

As a provider of services for children and their families, we have a professional, social, and moral responsibility to put in place measures to ensure the safety and welfare of our attendees. This is in line with Working Together to Safeguard Children published by the Government in 2018. This document states that safeguarding is everyone's responsibility. For further details about this policy, please <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

### **Babble 'N' Chat details**

Website [www.babblenchat.co.uk](http://www.babblenchat.co.uk)

You can contact Babble 'N' Chat by email on [www.babblenchat@gmail.com](mailto:www.babblenchat@gmail.com)

Phone number 07729344023

