



Mini Notes Ltd

Terms and Conditions

We aim to provide the highest quality classes for all our customers. This includes the quality of the classes, equipment and venues used.

We are committed to the safety of all persons who attend our lessons and to deliver the highest standard of service.

Participating in our sessions or events is entirely at your own risk.

Payment Methods

Payment is through our online booking system or in person in class direct to your class leader. Payment must be made in full. We ask that you never post payment.

If paying for a Pay As You Go (PAYG) session, this will be made via Happity.co.uk

Confirmation of place

If payment is made through any other way than card payment using our online booking system, your place will only be confirmed on full payment. An acknowledgment will be sent with payment details however booking confirmation will only be sent when payment is received. If you pay using the online booking system, you will receive an automated reply confirming your place.

If paying via Happity.co.uk you will receive an email confirmation once payment has been made and received.

Refunds

A course or event may be cancelled provided you inform Mini Notes Head Office in writing (an email is also acceptable) within 7 days prior to the course commencing. Please note there may be an administration charge of up to one class for any changes made.

You may offer your place to a friend as a gift provided you inform Head Office in writing at above.

Mini Notes Ltd

Tel: 07968 565 789 Email: mininotesltd@gmail.com



PAYG places can only be refunded at least 24 hours prior to the session. Please email Head Office mininotesltd@gmail.com. You may offer your place to a friend as a gift provided you inform Head Office in writing at above.

Holidays and sickness policy

Regrettably we cannot offer discounts or refunds to cover your booked holidays due to the need to ensure continuity of service.

You may offer your place to a friend or where there is availability you may have a friend accompany you to your next available class. Such changes must be confirmed by the class leader at least 24 hours prior to the start of the class.

You may, where there is availability attend an alternative class to make up for a session missed. Such changes must be confirmed by the class leader at least 24 hours prior to the start of the class.

Classes cannot be rolled over to an alternative term.

Sibling discount

Siblings under six months of age can attend our sessions with their older sibling/s free of charge. Siblings over this age are able to attend at a reduced price. Sibling *A* must be in attendance and will be charged at the full rate. Sibling *B* will be charged the reduced rate. Any siblings over and above this would also be subject to the reduced rate.

PAYG places do not offer places free of charge for siblings under six months of age. They will also be charged the full sibling rate.

Supervision and withdrawal of service

All children must be supervised at all times and not left unattended. The Class Leader cannot be responsible for a child at any time.

Should a carer or associated visitor behave in a way that the Class Leader feels is unreasonable then the company reserves the rights to withdraw the provision of classes to the client.

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Renewals

No later than two weeks before your term runs out your class leader will ask you whether you wish to renew for another term. The Class Leader will inform you of the mechanism to rebook your space and payment terms. Note however that places remain on a first come first served basis.

Cancellation of Classes policy

Mini Notes will endeavour to run classes as per the timetable but should we need to cancel due to safety concerns or force majeure, parents will be notified/contacted (please check your local Mini Notes Facebook page and make sure your phone number is kept up to date on our register).

An additional class will be offered if feasible (dependent on the situation) if we do have to cancel.

If we are unable to run classes due to government guidance for example as per the Coronavirus Crisis, classes will operate online, where feasible, and guidance as to how to access these will be sent. All online sessions must be undertaken at your own risk. Children must be given a safe space to work in with an accompanying adult at all times. Regrettably we cannot offer refunds.

Illness

Parents are asked to keep their children at home if they have a serious infection and to inform the setting as to the nature of the infection so that other parents can be alerted.

Please keep your baby at home if he/she or you:

- Has a fever or cough or has had one in the previous 14 days
- Has had an upset stomach or diarrhoea in the previous 48 hours
- Has heavy nasal discharge
- Has discharging eyes

Has symptoms of a possible communicable diseases such as:

- Measles
- Chicken pox
- German measles
- Whooping cough

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- Impetigo
- Scarlett fever
- Hand, foot and mouth disease
- Norovirus
- Covid 19

We cannot offer a refund for a lesson missed due to illness. You may offer your place to a friend, who also has a child, to the session. You would need to inform your Class Leader in this instance.

Commitment to Equal Opportunities

Mini Notes has a commitment to ensure that the equipment and activities are value and worth to everyone regardless of race, culture, language, gender, age, experience, religion, background, ability or disability.

Data Protection

Mini Notes Ltd will record, process and keep your personal information secure in accordance with the Data Protection Act 1998. Information will not be passed onto a third party unless you have opted in during the booking process.

Videos, photographs and confidentiality

We take the privacy of people attending our classes very seriously.

Filming and Photography in Class

Whilst we are aware that parents and parents are keen to photograph their children in classes we ask that you do this with complete respect to all other class attendees. Do not take photographs of other children or adults in a Mini Notes session. Do not ever post, share or publicly disclose photographs containing other children or adults that have been taken during a Mini Notes class. This includes the class leader. If you are found to do so you may be asked to leave the class permanently.

We ask that you do not video/film whilst the session is taking place.

Please remember that much of the content of the class is under copyright and while we are very happy for you to practice at home, these are not to be incorporated into another public activity without our permission.

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Protection of property

Please note that your property left in prams or bags is your responsibility and Mini Notes cannot take any responsibility for the safeguarding of these items.

Health & Safety and Hygiene Policies

Mini Notes follows rigorous internal checks of the venue and its own equipment to ensure that they are clean and safe. Daily Risk Assessments are conducted.

We ask all parents and carers to remove their shoes while in class in order to reduce the chance of transmission of microorganisms. Shoes need to be worn to visit the bathroom within class times and care exercised to avoid slips.

Please ensure that children are wearing socks/tights and that they have gripped soles.

Changes to Terms and Conditions

Mini Notes from time to time updates these T&Cs. It will inform you of changes through regular channels of communication and you have 14 days to opt out of accepting changes in writing. Failure to do so will entitle Mini Notes to treat this agreement with you as being updated with the changes.

If you have any questions about our Terms and Conditions please do not hesitate to ask.

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