

KW Mother Nurture Baby Massage Terms and Conditions

Please ensure that you have read the following terms and conditions before making full or part payment for your course. By making any payment, you agree to the below terms and conditions.

Cancellations

Life with a new baby can be unpredictable and I understand that this can mean having to cancel or postpone your booking. As a small business, any cancellations can have a big impact on me. So, whilst I try to be flexible, I must be able to plan classes and attendance in advance.

- Full payment to be made on booking. Your place is not reserved or confirmed until full payment has been made.
- You may cancel your booking at any time by letting me know via email or text message. Please note:
 - If you cancel more than 14 days before the start of the course then you will receive a full refund **minus a £10 administration charge**.
 - Refunds will not be offered if you cancel less than 14 days before the start of the course.
 - No refunds or transfers will be given once the course has started.
- I require a minimum number of people to run group courses. If I have not reached this number, I reserve the right to cancel the course or move the course to another date or venue (within three miles of the original venue). Should the course be cancelled, a full refund will be given. Should the course be required to move to another date or venue, no refunds will be given (as long as the venue is within three miles of the original venue), unless I can fill your space with another client.
- If you are unable to attend a session within a block, no refunds will be given, but a like-for-like transfer for the single session to a different block/venue will be offered where space allows.
- If I am required to cancel due to an infectious illness that either myself or a member of my household have caught, I shall postpone classes or provide online alternatives until I am no longer an infection risk. No refunds shall be given in these circumstances.

Illness

- Should your child or the adult taking part in the session develop any known or suspected medical condition, you must please consult your doctor before bringing them to class and inform me where appropriate. All information received is treated in confidence and with sensitivity.

- Never bring your child to baby massage if they have an illness such as diarrhoea, chicken pox, impetigo or conjunctivitis. Please wait until your doctor has given the all-clear before returning to sessions.
- In the instance of sickness and diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a session.

COVID-19

- Should face-to-face classes be cancelled following either government or local authority advice due to Covid-19 (or any other pandemic-type of situation), classes will immediately move online. No refunds or transfers will be given if classes are cancelled for reasons out of my control. Online equivalents will be provided instead.
- If I develop Covid-19 symptoms (or indeed any other infectious illness) or a member of my family develops these symptoms, I shall postpone classes or provide online alternatives until I am no longer an infection risk. No refunds shall be given in these circumstances.
- Please do not attend a session if you display any symptoms indicative of Covid-19 - where possible, you will be transferred onto a later course (or session) so that you can complete what you have started. There will be no additional fee. There will be no refunds except for in exceptional circumstances.

Online courses

- All online sessions will take place via ZOOM. A link and password will be sent prior to the class starting and is for your own use only. The 'room' will be locked within 10 minutes of the start of the class.
- In taking part in the course online you consent to the guidelines sent to you via email before the course starts.
- In taking part in the online course you release responsibility of the instructor.

Liability

- I cannot accept responsibility or liability for any loss, damage or injury to any person or property arising out of or resulting from attendance at my classes. You are particularly advised to take care of all personal property and possessions.

If you have any queries about any of this, please contact me. I try to be as flexible as I can whenever possible as I absolutely understand what life is like as a parent.

Kiran

KW Mother Nurture