



Terms and Conditions

Please read the following terms and conditions under which apply to all Peepo Sensory classes. By making a booking or using any of our services (e.g. attending a class or event) you agree to accept and abide by these terms.

Classes, courses & events

We are committed to the safety of all persons who attend our classes and to deliver the highest standard of service. Participating in a Peepo Sensory class is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by Peepo Sensory or its employees.

New bookings

All of our classes and events are bookable from our website www.peeposensory.com

Payment methods

Payment is through our online booking system, using Bookwhen and Stripe. We therefore accept all major debit and credit cards.

Please note that Peepo Sensory does not store your credit card details when you purchase from us. Please refer to our Data Protection & Privacy Policy.

Confirmation of place

You will receive an automated email confirming your place when you pay using the online booking system.

If payment is made through any other way than card payment using the online booking system, your place will only be confirmed on full payment.

Please read and check your booking details carefully. If you are unsure or want to query any details then please contact us as soon as possible.

You will be asked to complete a short questionnaire at the time of booking. Please ensure to inform us of any medical information, cultural needs or any information that can help us to better support you. If at any time yours or your baby's medical condition changes, you must inform your instructor as soon as possible. All medical information will be treated with the strictest confidence. Please refer to our Data Protection & Privacy Policy.



Missed classes

We are unable to offer discounts, give refunds for, or carry over to a future booking, class sessions that you do not attend – for instance due to holidays or sickness.

At the discretion of the instructor, and depending on availability and prevailing guidelines on mixing established groups it may be possible for you to make up the missed class by attending any of our other classes. This should be during the current block of classes you have paid for and may not be carried over to subsequent blocks. This must be agreed with your instructor before attending a different class.

Amendments, cancellation of classes and refunds policy

Whilst Peepo Sensory will endeavour to run the classes as scheduled, we reserve the right to amend dates, times, location, classes or fees at any time.

Should we need to cancel due to safety concerns (e.g bad weather), or incidents beyond our control, parents will be notified/contacted as soon as possible using the contact information submitted at the time of booking. We also recommend you follow the Peepo Sensory social media channels for updates.

Your instructor will then inform you of the options available to make up the class. Where the cancellation of a face to face class is due to factors beyond our control, in particular, but not limited to, coronavirus (COVID-19) restrictions, for example local lockdowns or requirement for isolation we reserve the right to substitute online classes for face to face sessions, and in these instances, no refund or carrying over of class sessions will be provided.

Peepo Sensory reserves the right to cancel courses in which the number of attendees falls below a viable level. In such cases every effort would be made to find a suitable alternative. If a suitable alternative is not found and the course has already been paid for, a credit note for the full amount will be issued and can be used for any future course booking.

If you have booked a course well in advance but your circumstances have changed and you'd like to defer your start date, we will always try to accommodate transfers to different courses wherever possible.`

Unfortunately, we are unable to offer refunds.

Supervision and withdrawal of service

You are responsible for your child(ren) at all times during our classes. All children must be supervised by their parent or carer for the duration of the class and not left unattended. The instructor cannot be responsible for a child at any time. We



welcome siblings and additional adults to attend your class with you but please agree this with the instructor in advance of the class.

Should a parent, carer or associated visitor behave in a way that the instructor feels is unreasonable then we reserve the right to withdraw the provision of classes to the client.

It is expected that you bring your baby/child to class with you. In the unlikely event that you decided to attend class without your child, your instructor would ask you to provide evidence to demonstrate that you know the baby/child. If you are unable to provide suitable evidence, then it is at the discretion of the instructor as to whether you will be permitted to continue with the class.

Renewals

All available classes are on the website and can be booked at any time by existing clients and members of the public. If you wish to book the next block of the class you are enjoying, or the follow on class, we recommend that you book as early as possible to avoid disappointment. We deliberately restrict our class sizes, so there are always limited spaces available.

Healthy Children and Adults

Please bring only healthy children to class. You and your child should remain at home if he, she or you have had a fever, vomited, or had diarrhoea within the past 48 hours or are exhibiting contagious cold symptoms (e.g. heavy nasal discharge or discharging eyes). Please also remain at home if you or your child have symptoms of a possible communicable disease, such as Measles, Chicken Pox, German Measles, Whooping Cough, Impetigo, Scarlet Fever, Hand Foot and Mouth, Norovirus or COVID-19.

If you see another child with a runny nose or cough, do not automatically assume the child is contagious. Allergy symptoms can resemble cold symptoms.

We reserve the right to refuse admittance to the class if we feel that the child or adult is not in adequate health. Regrettably, we cannot offer a refund for a lesson missed due to illness.

Class Behaviour

Class time should be enjoyable for all. Please refer to our Child Behaviour Policy which is a code of behaviour to make sure everyone who takes part in Peepo Sensory activities knows what is expected of them and feels safe, respected and valued. Peepo Sensory reserves the right not to allow a child or parent to return to class if their behaviour is deemed unacceptable.



We ask that adults respect the instructors and ensure that mobile phones are placed on silent during classes and only used if essential or to take photographs as detailed in the Photography & Video section of these terms. We also ask that chatting is respectful during the sessions, e.g. minimal while the instructor is explaining moves.

What if my baby doesn't want to participate?

Our classes are baby led. We encourage parents to meet the needs of babies as and when the need arises. We want all parents to feel completely comfortable at any point in the class to do exactly what they need/want to do. So whether it is breastfeeding, bottle-feeding, baby wants to sleep, baby needs changing etc... anything goes! The classes are always relaxed and informal, so you should feel relaxed to do as you need to. They are also informative and social, so if baby isn't participating in a particular section of the class there is always so much to enjoy from the class and we have our break out areas so you can enjoy those too.

The same goes for our classes for toddlers – we let the child be the guide. At this early age, not participating in an activity is entirely appropriate. As with anything new it can take a few weeks for children to settle into the classes, and it is not expected that they will want to join in with everything straight away, or be able to concentrate for the full session to begin with. After all, part of the reason for coming to the classes is to develop these, as well as many other skills, and this does take time.

Our activities are encouraged but we never want to force a child to participate, rather we feel that each child should be able to join the activities at their own pace.

Children learn in different ways, some will participate, some will learn by watching and others by listening. We often hear from parents that a child who seemed not to be participating will repeat the songs and moves later at home. It is worth noting, though, that your enthusiasm can rub off on your child, so you can help them by getting stuck in!

Commitment to Equal Opportunities

Peepo Sensory has a commitment to ensure that the equipment and activities have value and worth to everyone regardless of race, culture, language, gender, age, experience, religion, background, ability or disability. Please refer to our separate Equal Opportunities Policy.

Protection of property

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

All premises are checked by the Peepo Sensory instructor at the end of every session and any items found are kept by the instructor. The exception is if the items



found are deemed to be unsanitary to keep, in which case they will be thrown away instantly.

The instructor will message the relevant classes to let them know of any lost items.

Please note that all articles left on the premises at any of the venues we use are left entirely at the owner's risk. We cannot be held responsible for any lost or damaged items.

Videos, photographs and confidentiality

We love you taking pictures or videos of your children during the course but please always be sensitive of taking pictures of others without their permission. If you are asked to stop, please do respect the rights of others.

In addition if the instructor feels that the amount of video is excessive, not just short clips, then you may be asked to stop.

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.

From time to time we may request to take photographs or shoot video during classes to use for marketing and promotional purposes, which may include, but is not limited to, use on social media, promotional materials or our website.

You will be asked at the time of booking and/or prior to the first class where this takes place whether or not you consent to being included in these images or footage and images and usage will be in relation to our Data Protection & Privacy Policy and Video & Photography Policy that can be found on our website. If your preference changes please let the instructor know and we will endeavour to remove any pictures from our social media or marketing for you.

Health & Safety, Hygiene Policies & Infection control

At all times please follow the instructions and guidelines of your class leader, including those relating to guidelines imposed by the venue or other authorities, whose only goal is your child's, and your safety and enjoyment.

Risk Assessments are conducted.

Peepo Sensory follows rigorous internal checks of the venue and its own equipment to ensure that they are clean and safe. Infection control policies, such as cleaning regimes and hand washing/sanitising protocols following prevailing Government guidelines have been developed for our class sessions and events and will be carried out by your class leader as required. Please ensure to follow these guidelines



as given by your class leader and for the venue. For specific information on Covid-19, please refer to our Covid-19 Policy.

Peepo Sensory asks 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 no food or drinks during the session (apart from breast/bottle/tube feeding for infants).

No liability can be accepted for any incident that occurs due to this guidance not being followed. While Peepo Sensory makes every effort to ensure the safety and comfort of you and your child during the sessions, participation in our activities, and the use of our equipment is at your own risk.

Please refer to our Health & Safety policy for further detail.

Emergency procedures

In case of emergency, and if an evacuation is necessary, adults and children should stay calm and follow the guidance of our instructors.

Clothing

Parents and children should wear comfortable clothes. For our baby massage section you may wish to undress your baby in class so it helps to have clothes that are easy to take on and off, however, all moves can be delivered over clothing. Adults should also avoid jewellery that dangles in any way or could get caught up when participating in class activities with your child.

Instructors and qualifications

All classes are taught by instructors trained and qualified with Peepo Sensory. They all have DBS checks, duty of care First Aid qualifications and appropriate insurance. (Refer to our DBS Vetting policy and Safeguarding Policy).

Every effort will be made for the same instructor to deliver every session within a course. Although Peepo Sensory reserve the right to change instructors at any point where necessary. For instance, if the usual instructor is ill (or their child is ill) we will try to arrange for another Peepo Sensory instructor to deliver the class to avoid cancellation.

We can't wait to welcome you!

Above all we hope you and your child(ren) enjoy Peepo Sensory. Please ensure you have read and understood the above terms and conditions before registering.



If you have any queries, comments or suggestions regarding the classes, please speak to your class leader or contact us through our social channels @peeposensory, by email info@peeposensory.com, telephone on 07526753250 or via our website www.peeposensory.com

General

Data Protection

Any personal information provided by you to us will be held and processed in accordance with the data protection principles set out in our Privacy Policy.

When you provide feedback on our courses, we will always ask if we can show it on our website and only do so if you agree.

Changes to Terms and Conditions

Peepo Sensory may 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 Peepo Sensory to treat this agreement with you as being updated with the changes.

Website

We do not guarantee that our site will be secure or free from bugs or viruses and you are responsible for configuring your information technology, computer programmes and platform in order to access our site. You should use your own virus protection software.