

## **Julie Keys – Bump, Birth & Baby classes Terms & Conditions**

Julie Keys – Bump, Birth & Baby classes has completed a programme of study and examination and will have put in place insurances both in respect of Professional Indemnity and Public Liability.

### **General Terms & Conditions**

#### **Booking & Renewal**

Please be aware once you have booked and paid for your class, Julie Keys – Bump, Birth & Baby classes is under no obligation to provide refunds (see REFUNDS below).

Unlike some companies who operate an automatic rebooking process, to ensure you continue to enjoy your classes you will need to make a renewal payment with your local provider and it is recommended you do this no later than week 3 of your current course.

#### **Changing Times and Venues**

If your local provider needs to amend your class time or the venue at which your class is normally held, they will endeavour to provide you with a minimum of 7 days' notice. Where the start time is altered by less than 30 minutes and/or the venue is located within a 1-mile radius of original planned venue, no refunds will be offered.

#### **Taking Payment**

Please refer to your local provider for payment method. Payment is required in advance of your 1st class. Only those participants who have booked using Julie Keys – Bump, Birth & Baby classes booking system and completed the Medical Questionnaire upon booking are permitted to attend classes and workshops.

#### **Refunds and Cancellations**

Julie Keys – Bump, Birth & Baby classes is under no obligation to refund or transfer your money in the event that you are unable to attend part of or the entire course. They are not obliged to guarantee an alternative class for missed lessons (unless this is due to the provider cancelling class), but where possible will try our best to provide an alternative in the same week of class.

In the event of a class or workshop being cancelled for any reason (other than in the case of a 'force majeure') by the teacher, the customer will be entitled to a refund on request.

In the unfortunate event you should suffer a miscarriage, please inform Julie Keys – Bump, Birth & Baby classes who will arrange a FULL refund.

If your pregnancy health care provider requests you cease attending classes due to medical reasons, you will be credited with sessions for use postnatally (within 6 months of baby being born). If your teacher does not offer postnatal classes or any kind a refund for the missed classes will be given upon receipt of a doctors or midwives note.

If your doctor or health visitor provider requests your baby or tot cease attending classes due to medical reasons, on production of a medical certificate you will be refunded the remaining classes of the term.

In the case of a 'force majeure' in this case defined as – Events beyond the reasonable control of Julie Keys – Bump, Birth & Baby classes, including but not limited to: Extreme and unpredicted weather; Governmental regulation or advice relating to health or travel; Disease or Infection in the venue or local community. In any of these events or occurrences deemed as a 'force majeure' by reasonable interpretation Julie Keys – Bump, Birth & Baby classes is under no obligation to offer a refund.

#### **Video & Photography**

Julie Keys – Bump, Birth & Baby classes: To respect the 'open and honest' nature of classes no observers, family members, partners or friends are permitted into a Birthing class or a Tinies/ Wrigglers class in any circumstances.

We have a no photography policy in any class to protect the privacy of the parents and babies unless you gain permission from your class teacher and have written consent from all of the parents (and on behalf of all babies) photographed in class. Such images are not to be shared via any public platform such as Facebook or other Internet sites unless you have written permission from your teacher and the parents which feature in the picture.

Julie Keys – Bump, Birth & Baby classes forbid the right to film, reproduce or share any part of our lessons in any form (i.e. you- tube, internet sites, DVDs, photography etc.) and anyone suspected of filming, observing or photographing the lessons for this purpose will be asked to leave the course.

Julie Keys – Bump, Birth & Baby classes cannot be held liable for the actions of third parties and therefore exclude, to the fullest extent possible by law, any liability arising from a breach of this section headed 'Video and Photography' by any party.

### **Valuables and Jewellery**

All property taken to class is left at your own risk. I do not accept responsibility for the loss or damage of any personal possessions before, during or after class.

### **Withdrawal of service**

Julie Keys – Bump, Birth & Baby classes may at their own discretion refuse entry to a client onto its courses.

### **Health and Safety**

Whilst you are waiting for your class please keep noise to a minimum so that all lessons can take place in a calm atmosphere. Do not enter the studio whilst the current class is in progress; please wait to be invited in by your teacher.

Please be respectful of other mums in your class by ensuring that any personal belongings are neatly stored at the side of the room so that they are not a trip hazard and please make sure your mobile phone is on silent. Please ensure your local provider is aware of your contact number or emergency contact number changes. They can only notify you in the event of a cancelled class, if they have up-to-date contact information for you.

### **Cancelled Sessions – Illness or Bad Weather**

Your local provider will endeavour to ensure your scheduled class always runs. However, from time to time unforeseen circumstances will prevent this. They will ALWAYS attempt to make contact with you if class is cancelled, either via phone, your class what's app group, text or email. Please ensure you always check your phone/emails/community groups prior to leaving for class.

If your class teacher has deemed the weather fit to travel and has still run the class but you personally have decided not to attend, then no refund will be given if the class proceeded as planned.

### **Exclusion of Liability**

In the absence of any proven negligence, lack of due diligence or breach of duty by the instructor, the participation of you, your partner, your baby or your child or those in whose care you have placed your baby/child for the purpose of attending class, is done so entirely at your and their own risk.

### **Medical Conditions**

It is vital that you inform your teacher of any medical conditions that you, your baby or tot may have which might affect their time in class. All information is treated sensitively and in confidence.

Such conditions may be (for Mother) pre-existing medical conditions or conditions which arise during pregnancy which include, but are not limited to: high blood pressure, low blood pressure, bleeding, spotting, history of miscarriage, placenta praevia, back or hip issues.

Such conditions (for Baby) may be pre-existing medical conditions which include, but are not limited to: Hip Dysplasia, Hearing/Eye sight issues, Down Syndrome/Spina Bifida, Reflux, Colic, Torticollis.

It is your responsibility to keep your Teacher up to date with any conditions you may have and advise them of any new conditions or complications.

If you, your baby or tot is unwell or if you are unsure whether to attend a class or not you must inform your teacher BEFORE you come to class so that they can assess any risks to the other mums and babies in class and advise if you should attend or not. You may be asked to consult a GP before coming to class.

Never bring your baby or tot to class with an infectious disease such as conjunctivitis or chicken pox. In the instance of sickness and diarrhoea your child must be clear from all symptoms for at least 48 hours.

#### **Nappies and Changing your Baby**

Always change your baby on the floor using a suitable changing mat. Do not use raised surfaces (unless it is a purpose fitted baby changing table). Please take all nappies away with you unless a clearly marked bin has been provided. Never leave nappies in an open bin and never place these in a Sanitary Towel disposal unit.

#### **Recommended Starting Age**

For pregnancy, whilst some research shows exercise and movement can be beneficial in helping to prevent miscarriage, we suggest you wait until week 14 of your pregnancy before starting classes. If you choose to begin sessions sooner, this is a decision taken at your own risk.

#### **Reporting Complaints to your Instructor**

Any queries, concerns or complaints should therefore be directed to Julie Keys, Managing Director, Julie Keys – Bump, Birth & Baby classes, by email to [juliekeys78@gmail.com](mailto:juliekeys78@gmail.com)