



# Arty Explorers – Terms & Conditions

Arty Explorers terms and conditions aim to present a fair sustainable structure to all. We aim to provide the highest quality classes for all our customers. We are committed to the safety of all persons who attended our classes and to deliver the highest standard of service. Participating in an Arty Explorers class is entirely at your own risk without proven negligence, breach of duty of care or lack of due diligence by Arty Explorers.

## Classes

Arty Explorers classes are structured to allow some group led and free play activities. We request that children do not play with the activities until we have completed our opening circle time consisting of our welcome children's story and explanation of art activity. Classes run in term blocks throughout the year. You can join a class at any time if a space is available and just pay for the remainder of the term. Alternatively once a term begins, if there are spaces left these will be open for single weekly class bookings. Once you have completed your booking you will receive a confirmation email. This indicates that you have read and agreed to the terms and conditions.

## Payment Methods

Payment can be made through our online booking system using PayPal.

## Confirmation of Place

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

## Refunds

A course or event may be cancelled provided you inform Arty Explorers in writing within 7 days of the course/event commencing.

You may offer your place to a friend as a gift provided you inform your Arty Explorers class leader.

## 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 who also has a child to a class you know that you are unable to attend. You would need to inform your class leader in this instance.

### Twins and Sibling Discount

Arty Explorers offers local discounts for twins/siblings if brought to the same class/event.

### 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. Regrettably as our classes are designed for babies and toddlers up to the age of 5 years only, older siblings cannot attend unless specifically invited. Should a carer or associated visitor behave in a way that the class leader feels is unreasonable then Arty Explorers reserves the rights to withdraw the provision of classes to the client.

### 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 place and payment terms. Note however that places remain on a first come first served basis.

### Cancellation of Classes

Arty Explorers will endeavor to run classes during bad weather e.g. snowy conditions. On the very rare occasions where we need to cancel a class or event at short notice due to safety concerns, parents will be notified first via social media - Facebook 'Arty Explorers' and the Facebook group 'Arty Addicts' as well as being contacted by text message and email. Arty Explorers reserves the right to cancel classes without refund in exceptional circumstances beyond our control (eg: fire, flood, treacherous snow etc...) Where and when possible an alternative or additional class will be offered. Regrettably we cannot offer refunds.

### Illness

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

Please keep your child at home if he/she...

- Has a fever or has had one in the previous 24 hours
- Has had an upset stomach or diarrhea in the previous 48 hours
- Has heavy nasal discharge
- Has discharging eyes

Has symptoms of a possible communicable disease such as...

- Measles
- Chicken pox
- German measles
- Whooping cough
- Impetigo
- Scarlet fever
- Hand, foot and mouth disease
- Norovirus

We cannot offer a refund for a class missed due to illness. You may offer your place to a friend who also has a child. You would need to inform your class leader in this instance.

#### Commitment to Equal Opportunities

Arty Explorers 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

The information collated on our booking form contains personal data.

Arty Explorers 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.

Please see our GDPR policy for further information.

#### Photographs, Video's and Confidentiality

We love you taking pictures or videos of your children during the class provided it doesn't interfere with the class. In addition 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.

#### Protection of Property

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

#### Health & Safety and Hygiene Policies

Arty Explorers follows rigorous internal checks of the venue and its own equipment to ensure that they are clean and safe. Daily risk assessments are conducted.

Arty Explorers asks all parents and carers to remove their shoes while in class in order to reduce the chance of transmutation of microorganisms.

Please ensure that your child is supervised around all of the activities and that you support your Arty Explorers leader by informing us of any spillages that may happen so that we can maintain a safe environment.

Arty Explorers are unable to take responsibility for any damage that may occur to your child's or your own clothing and footwear. We do provide splash suits for every child and all of the paint used is washable but this does not give any guarantee that clothing will not be damaged. We recommend that you and your child wear clothing that is suitable for the messy nature of the classes.

Whilst all the materials that we use are non-toxic, we strongly recommended that you do not allow your child to put toys, props or materials into their mouth.

As a parent/guardian you take the ultimate decision in judging if an activity is appropriate for your child.

Arty Explorers does not assume liability for the health and safety of you and your family.

### Changes to Terms and Conditions

Arty Explorers from time to time updates these T&C's. It will inform you of changes through regular channels of communication and you have 14days to opt out of accepting changes in writing. Failure to do so will entitle Arty Explorers to treat this agreement with you as being updated with the changes.