



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 attend our lessons 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 for some group led and free play activities. We request that children do not engage with the activities until we have completed our opening circle time consisting of our welcome children's story and art activity.

Classes run in terms 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, you can join the waiting list for the following term. 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.

Confirmation and Payment Methods

Booking and payment for classes/workshops/events are made through our online booking system. Your place will be confirmed with an automated email reply. A course or event may be cancelled provided you inform Arty Explorers in writing within 7 days of the course/event commencing. We can transfer your booking to another day/time/class (subject to availability) with 24 hours provided you inform Arty Explorers in writing within 7 days of the course/event commencing. With less than 24 hrs notice of the course/event commencing. You may offer your place to a friend as a gift.

Refunds

Regrettably we cannot offer discounts or refunds to cover your booked holidays due to the need to ensure continuity of service. You may gift your place in class if you are unable to attend. You would need to inform your class leader in this instance.

Discounts

Arty Explorers offers a discount for multiple children/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, Arty Explorers reserves the rights to withdraw the provision of classes to the customer.

Renewals

No later than two weeks before your term runs out your class leader will inform you of the dates for the following term. The class leader will inform you of the mechanism to re-book your place, including payment terms. Places remain on a first come first served basis.

Cancellation of Classes

Arty Explorers will endeavour to run classes during bad weather e.g snowy conditions. On the very rare occasions where we need to cancel a class or event due to safety concerns, parents will be notified via social media as well as being contacted by email and text message. Arty Explorers reserves the right to cancel classes without refund in exceptional circumstances beyond our control (eg: fire, flood, treacherous snow, infectious diseases/epidemics/pandemics etc...) Where and when possible, an alternative or additional class will be offered. Regrettably we cannot offer cash 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 24hrs
- Has had an upset stomach or diarrhoea in the previous 48hrs
- Has heavy nasal discharge
- Has discharging eyes
- Has symptoms of a possible communicable diseases such as...
- Measles
- Chicken pox
- German measles
- Whooping cough
- Impetigo
- Scarlet fever
- Hand, foot and mouth disease
- Norovirus
- Any infectious diseases including Coronavirus - COVID-19

We cannot offer a refund for a class missed due to illness or if you are having to self-isolate due to an virus/illness. You may gift your place in class if you are unable to attend. 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 of 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 2018. Information will not be passed onto a third party. Please see our GDPR policy for further information.

Photograph's, Videos and Confidentiality

We love you taking pictures or videos of your own children during the class provided it doesn't interfere with the class. In addition, please always be sensitive

and do not take pictures of others without their permission due to safeguarding reasons. If you are asked to stop, please do so immediately.

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 and wear socks while in class. 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. Arty T-shirts can be purchased for your child. 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 your family.

Protection of Intellectual Property

The concepts, ideas, and materials used in the studio are developed by Arty Explorers, strictly for the sole use of Arty Explorers only. It is unlawful for any profitable third party to use these without permission.

Changes to Terms and Conditions

From time to time, we will update these T&C's. We 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 Arty Explorers to treat this agreement with you as being updated with the changes.

Updated: May 2024