



## **TERMS & CONDITIONS FOR CHILDRENS CLASSES**

Please read the following Terms and Conditions before proceeding with your booking:

### **Payments**

We accept payment by cash, cheque payable to Hola Muchachos, bank transfer and PayPal Debit card (upon advance agreement)

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

As time progresses you may find your class size reducing (as parents return to work etc) so if a class becomes too small to run we may need to merge it with another. We do our best to keep class times as similar as possible but unfortunately cannot always guarantee this.

Should you need to change class venues or times we will do our utmost to accommodate you, but unfortunately cannot guarantee it. Ideally you will need to have completed your current half term/term before moving onto another session venue or time.

To secure your place in a class you must pay full course fees on or before the first day of the term/half term.

### **Refunds and Cancellations**

Hola Muchachos does not offer refunds and we regret that that we are not always able to offer an alternative for missed sessions.

In the instance that a class venue cannot be used in the short term (due to e.g. refurbishment), we aim, where possible, to re-schedule your session. In this instance Hola Muchachos is not responsible for any travel expenses incurred. In the event of us having to cancel a session we will issue a credit against our next terms fees, or credit your bank account.

Children are required to meet our expectations of behaviour at all times during our holiday and after school clubs. If their behaviour is appearing to be unsafe or having a negative impact on others learning in the group, we will take the following steps in this order:

1. Child given a warning & reminded of behaviour expectations, offered advice on how to behave appropriately
2. Child removed from activity, offered a "time out" to calm down and consider return to activity

3. Child removed from room, awaiting parents arrival
4. Discussion with parents regarding behaviour and reminded of our expectations & second chance offered (either another day at the holiday club, or another session of an after school club)
5. Child given 2 chances & under strict supervision in “2<sup>nd</sup> chance” session
6. Child removed from activities, parents called, child removed from register for the remainder of the course

In the event of the child reaching step 6, no refund will be given. They are very welcome to return to further classes or clubs after an initial meeting with the director, parent & child to determine suitability to the group.

### **Use of Mobile Phones**

If you are expecting an URGENT call during the session, you must inform the tutor and you will be permitted to keep it beside you. Other than this, MOBILE PHONES ARE NOT TO BE USED DURING THE SESSION. We WILL ask you to put it away.

### **Adverse Weather**

Hola Muchachos is under no obligation to refund sessions that may be missed by local adverse weather conditions. When the venue and environs are safe and accessible, sessions will resume.

### **Video and Photography**

Please ask your tutor for permission to take photos or videos. They will then check with the other members of the group that this is ok. Please respect their wishes.

Hola Muchachos expressly forbids the right to reproduce any part of our lessons in any form (e.g. on the internet, DVDs, photographs etc). Anyone suspected of filming or photographing the lessons for any purpose of publication will be asked to stop filming and leave the current and all future sessions. All photography, logos and illustrations are the copyright of Hola Muchachos. Any scanning or reproduction of any of the above without our written agreement will be regarded as being in breach of our copyright and dealt with accordingly.

Hola Muchachos reserves the right to use photographs from classes for publicity purposes if you have agreed for us to do so. However, in each instance we will always endeavour to inform you first.

### **Valuables**

All property (including prams) left in class venues or in entrance halls or outside, is left at your own risk. Hola Muchachos cannot accept any responsibility for the loss or damage of any personal possessions.

### **Illness**

Should you or your child a suspected medical condition you must consult your doctor before coming to the session and inform your Class Teacher either via the email address provided on the local website or via Hola Muchachos Head Office (email:

[lynn@holamuchachos.co.uk](mailto:lynn@holamuchachos.co.uk)) All information received is treated with the strictest confidence and sensitivity.

We recommend that you never bring your child to class if they have any kind of contagious illness including: diarrhoea, chicken pox, impetigo, conjunctivitis, an ear infection or a bad cold. Please wait until the doctor has given you the all clear before returning to classes.

In the instance of sickness and/or diarrhoea your child must have been clear of all symptoms for at least 48 hours before attending a class.

### **Nappies and Changing your Baby & Feeding your Baby**

Always change your baby on the floor using a suitable changing mat. Please take all your used nappies away with you unless a clearly marked bin has been provided. You are welcome to feed milk to a baby/child at any stage during the class. Solids however should be kept for after the class. We are a breastfeeding friendly company.

### **Teachers**

We endeavour to ensure you always have the same teacher. We may occasionally need to have a new leader teaching your session for training purposes.

### **Exclusion of Liability**

Those involved in Hola Muchachos activity do so at their own risk.