



Big Bums and Little Bums Ltd - Terms and Conditions

A reference to “us/we/our” in these terms and conditions refers to “Big Bums and Little Bums Ltd”.

Booking

Our courses run throughout the year in accordance with our published term dates. All term dates and details are available on our website page:

www.bigbumsandlittlebums.co.uk

When signing up to “Big Bums and Little Bums Ltd” for the first time, details of the courses you are booked into, the dates and times during the first term and the venue will have been agreed with you in advance.

In order to give existing “Big Bums and Little Bums Ltd” clients priority for courses each term, we use a re-booking system. This means that, you will get 5 days early birds notice to book on to future new terms. You will need to confirm by rebooking via the website to secure you place.

Around the mid-point of each term we send you details of your course for the following term via email. This will detail the venue, dates and times of the course during the next term, the cost of the course and the date upon which re-booking will take place. Payment must be received at the point of booking. Places are only secured once payment has been made.

You will receive email confirmation of your booking once your account has been debited or your payment has been received, together with a receipt of your payment. You are always welcome to phone us at the office should you be unsure of any details. Your statutory rights are not affected.

Changing Sessions Times and Venues

Should you need to swap sessions we’ll do our utmost to accommodate you, but unfortunately cannot guarantee it. Please note that you will need to have completed your current course before swapping over.

Taking Payment

Please note that we do not accept payment by American Express.

Payment can be made by bank transfer or paypal – details are on the website.

Cash will be accepted by prior agreement.

Card payments can be taken at the first session, by prior agreement.

Refunds and Cancellations

Although the right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 does not apply to Big Bums and Little Bums Ltd, you have the right to cancel and receive a full refund within 14 days of the term starting.

Should you cancel within 14 days prior to the commencement date (up to 5.30pm the evening before) we will issue a refund of 50% the term fee.

Once the term has started “Big Bums and Little Bums Ltd” are under no obligation to provide a refund if you wish to cancel following the commencement of your first class.

“Big Bums and Little Bums Ltd” 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, unless otherwise specified above. We regret that we are unable to offer an alternative for missed lessons.



In the instance that a location cannot be used, we will endeavour, where possible, to re-schedule your session. In this instance "Big Bums and Little Bums Ltd" is not responsible for any travel expenses incurred. In the event of us having to cancel a session and we are unable to re-schedule we will issue a refund within 7 working days.

Adverse Weather

Big Bums and Little Bums Ltd is under no obligation to refund lessons that may be missed due to local adverse weather when the venue and environments are safe and accessible and lessons are held. We regret that we are unable to offer automatic refunding or rescheduling of lessons in the event of adverse conditions local to yourselves preventing you from attending a scheduled class.

Valuables and Jewellery

Big Bums and Little Bums Ltd cannot accept any responsibility for the loss or damage of any personal possessions.

Illness

Should you or your child, develop, any known or suspected medical condition, you must please consult your doctor before bringing them swimming and inform our office either via the bottom section of this form or (if at a later date) in writing via email or by text message (07578 991211). All information received is treated in confidence and with sensitivity.

Never bring your child if they have any illness such as an Covid-19, diarrhoea, vomiting, chicken pox, impetigo, conjunctivitis, or a bad cold. Please wait until your doctor has given the all-clear before returning to classes.

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

Our teachers may refuse entry if they reasonably believe that your child is not well enough to participate.

Health and Safety

You are responsible for the safe supervision of any children you bring at all times. They should always be under the direct supervision of an adult and never be left unattended.

Teachers

Whilst it is our policy that we endeavour to ensure you always have the same teacher, we cannot guarantee this as teachers fall ill, leave etc. Also, due to the extremely thorough nature of our training, we may occasionally need to have a new teacher teaching your class. They are always fully trained at this point, but need to teach a series of 'live classes' in order to complete their assessment process.

Unfortunately we cannot give advance warning when this may happen and, whilst we always try to limit it, it is a necessary part of our commitment to quality.

Exclusion of Liability

In the absence of any proven negligence, lack of due diligence or breach of duty by the teacher(s), Big Bums and Little Bums Ltd., its employees, the participation of you, your spouse/partner, child or those in whose care you have placed your child for the purpose of attending or observing Big Bums and Little Bums sessions is done so entirely at your and their own risk.



Safeguarding

Big Bums and Little Bums Ltd is committed to providing good child safeguarding practice for all our children and young adults and we have Safeguarding Policy, a copy of which is held by the BBLB Office or can be viewed and downloaded from www.bigbumsandlittlebums.co.uk.

If you have a question or concern regarding child welfare, the BBLB Welfare Officer should be informed on 07578 991211..

Changes to Terms and Conditions

From time to time we may update these terms and conditions by sending you either an updated version or notification of minor changes. You are free to not accept these changes but we would ask you to notify us in writing of your non acceptance within 14 days of your receipt, failing which we will be entitled to treat our agreement with you as being subject to the updated version.