

## **The Best Start Club: Courtesy Information and Class Policies (including our Terms and Conditions)**

1. **Registration:** Although you may join our classes at any time, please register early since class sizes are limited. If you join us after the term begins, we will advise you of the fee due for the balance of the term.
2. **Discounts:** For children enrolled in classes with The Best Start Club, a £5 discount is available for those joining both the Kindermusik **and** Baby Signing courses, or two courses on different days. Registration and payments for both courses must be made at the same time.
3. **Sibling discount:** For twins under 1 year fees are 100% for the first and £10 for the second. Triplets – please ask. Very young siblings (under 12 months) attending an older class there is no additional charge. All other siblings over 12 months pay 50%. For older and/ or more than 2 siblings, we reserve the right to charge accordingly. Please enquire for details. Please refer to your class teacher for any changes.
4. **Second Class:** Discounts are available for Families attending a second class per week.
5. **Payment Options:** Fees cover both parent/caregiver and child for one term. Full payment for the course must be received before the term begins. For families on low income, please enquire for options available.
6. **Booking Confirmation:** A booking form and payment must be received before a place can be confirmed. You will receive a phone call or e-mail before the term commences to confirm registration.
7. **Cancellations/ Refunds: Cancellations before the term begins:** a £10 admin fee will be charged for enrolment cancellations requested at least 3 weeks before term begins. A 50% refund of the amount paid for the course (excluding any discounts, special offers, free gifts and so on) will be applied in the case of cancellations requested within 3 weeks before term starts.
8. **After the term begins:** No refunds are available once the term commences. Any other refunds will be at the sole discretion of The Best Start Club on an ex gratia basis.
9. **At Home Packs.** All refund requests will be considered on an individual basis. Opened Packs cannot be refunded.
10. **Missed Classes:** *We regret that refunds cannot be offered for non-attendance at individual class sessions. However, participants are welcome to attend another similar class at a different venue if space is available to make up that class at the discretion of The Best Start Club. This must be during the same term.*
11. **Non-enrolled Siblings:** *Due to limited class sizes and for full participation and focus in classes, it is ideal for the parent to bring only the enrolled child(ren). In emergency situations we will accommodate non-enrolled siblings at our discretion so please contact us in advance.*
12. **Sickness Policy:** *Please do not attend if you or your child is unwell as we have to respect the health or wellbeing of other participants and your teacher. If in doubt just phone or email us. In the event of older siblings being off school due to illness we are unable to permit their attendance in class.*
13. **When to Arrive:** Please plan to arrive 5–10 minutes before the class is due to start. If you are late please join the class as quietly as possible to avoid disruption.
14. **What to Bring** For babies that are not mobile or generally stage 1 we suggest families bring a blanket for baby to lie on. For older children this is not necessary.
15. **What (not) to Bring** There is no need to bring much to class. We do request that that snacks be finished prior to class, and that toys and juice cups be kept out of sight for the sake of other children in the class. For Stage 1 babies we do permit breastfeeding or bottlefeeding as this does not distract the other children.  
Please dress appropriately; remember there is a fair amount of movement so wear casual, comfortable clothing.
16. **Free visits/Taster Sessions** If you have friends that would like to trial a class please ask us about availability before bringing them. Each family is permitted to bring one additional adult family member to class occasionally during the course, subject to space available at the hall. Please note that space is limited and if we have too many additional adults we reserve the right to withdraw these visits.
17. **Cancelled Classes:** In the event a class is cancelled due to teacher illness, extreme weather conditions or similar unforeseen circumstances outside of the control of The Best Start Club a replacement class will be offered either at the end of the course, at half term or at a similar class at a different venue and time. This alternative class is at the sole discretion of The Best Start Club.

18. **Unsettled Children:** If your child's becomes unsettled (i.e. fussing, tantrums, overly stimulated, etc.,) please take him/her aside or outside the hall for a few minutes –quiet time with you, and re-join the group when he/she is calm and settled. We understand there are occasions when a child is out of sorts for the day, maybe due to teething, lack of sleep or even developmental changes.
19. **Inappropriate Behaviour- Child** However, if your child's behaviour is consistently disruptive, uncontrolled or dangerous, we reserve the right to exclude the child from the class.
20. **Chatting** in the class can be disruptive and where this interferes with the enjoyment of the class by other participants or interferes with the proper progression of the session The Best Start Club reserves the right to treat this as inappropriate or disruptive behaviour and ask the individual(s) to leave. Please bear in mind that chatting in class takes the adult's focus away from the child. They are influenced by you so when you lose focus they will too. This allows us to concentrate on giving you and everyone in the class our best. We do encourage you to delight in the success of the children. When your focus is on them they flourish.
21. **Inappropriate Behaviour- Adults:** We maintain the highest standards of conduct in our classes any adult attending a class exhibiting aggressive or inappropriate behaviour will be asked to leave and may be excluded from further classes at the absolute discretion of The Best Start Club.
22. **Risk:** For the purposes of the Health and Safety of all, we are required to inform you of the following: By enrolling in The Best Start Club you are agreeing to assume responsibility for overseeing the safety of your child and yourself at class. Although we try our best to provide a safe environment, we do not assume liability for the health and safety of you or your family. Your child of under 4 years is likely to be attracted to some of our toys and props which may contain small parts. Please be aware that we do not recommend allowing your child to put toys or instruments into his/ her mouth.