



## **Twistin Tots / Twistin Tinies Adventures Booking Terms & Conditions**

**In order to attend any Twistin Tinies Adventures /Twistin Tots class, party or organised event you must agree to our Terms and Conditions set out below.**

**Twistin Tinies Adventures /Twistin Tots reserves the right to cancel your place in class in the unlikely event that you fail to abide by the Terms and Conditions but is under no obligation to provide a refund for these.**

1. I WILL NOT attend classes if either myself or my child - or anyone in my household - has displayed COVID-19 symptoms in the last 7 days.
2. I agree that Twistin Tots (and all related groups) will store my data in accordance with current GDPR Guidance and those conditions laid out on the Booking Form.
3. No refunds will be given for cancelled classes as a result of (but not exclusive to) venue closure, illness, holiday leave, matters arising from COVID-19 or any similar pandemics, adverse weather conditions or Force Majeure (apart from exceptional circumstances as agreed with Twistin Tots/ Twistin Tinies' Owner); an alternative online class will be provided via our Private Members' Area.

### **Cancellation**

1. Should classes be cancelled due to changes in guidance due relating to COVID-19 (or any similar pandemic), any refunds given – if agreed (which will be at the discretion of the Class Leader) - will be minus commission already paid by by Twistin Tots/Twistin Tinies Adventures to PayPal / Stripe and any other booking agencies used that take a percentage fee at time of booking/cancellation that is not recoverable. In addition, refunds are subject to an additional Administration Fee to cancel your booking.
2. Parents and carers who book classes and then choose not to attend, change their mind about attending, or forget to attend for to any reason will not be given a refund or transfer to another class.
3. Parents and carers who book classes and then choose not to attend, cannot transfer their booking to another child. Classes booked are for the named child only, although accompanying adults may be changed on request.
4. There may be occasions where customers have to cancel due to circumstances beyond their control. These must be notified to Twistin Tots / Twistin Tinies Adventures **at least one week before the required cancellation**, and then a decision will be taken as to whether the circumstance merit a refund. All requests will be dealt with on an individual basis. Any requests to cancel that do not give a minimum of one week's notice will not be granted a refund. Any refunds agreed (which will be at the discretion of the Twistin Tots) - will be minus commission already paid by by Twistin Tots/Twistin Tinies Adventures to PayPal / Stripe and any other booking agencies used that take a percentage fee



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#### **Changes to our Terms and Conditions.**

We reserve the right to make amendments to our Terms and Conditions at any time to reflect changes in our business or statutory obligations. The new version will be posted on our website and will take effect immediately upon posting. If applicable these changes will be communicated to all our customers by email. If you use our website after the new Terms and Conditions have come into effect this indicates your agreement to be bound by them. \*(or any other similar pandemic diseases)

***Correct as at June 2022***