

# Jo Jingles North Surrey

## Terms and Conditions



Please be aware that by enrolling your child on a Jo Jingles class, you are agreeing to the following terms and conditions:

1. **PARENTAL / CARER'S RESPONSIBILITY:**

You will ensure that a responsible adult brings the child to classes and remains with the child for the entire duration of the session. The accompanying adult is responsible for the control and care of the child including seeing to their needs and ensuring his / her appropriate behaviour as directed by your Class Teacher.

2. **HEALTH AND SAFETY:**

Our Health and Safety guidelines are provided below and are for the protection of all children attending classes. Parents / carers are responsible for ensuring that their children comply with it. Jo Jingles reserves the right to exclude a child from class for serious and persistent breaches of our Health and Safety guidelines.

3. **FEES & INSURANCE:** Fees are payable in advance and include Child Accident Benefit Insurance. Child Accident Benefit Insurance provides protection in the event of your child injuring another child registered on Jo Jingles classes. It does not cover any injuries that your child may inflict on an adult or on any non-registered children, nor does it offer protection on injuries inflicted on your child by an adult or a child that is not registered on the classes.

4. **RECEIPTS:** Receipts are not normally provided unless on request, and will be sent by email. Paper receipts can be issued on submission of a stamped, self addressed envelope.

5. **REFUNDS:** Refunds are not given for classes missed during the term for any reason including sickness, holidays etc. Subject to availability, it may be possible to arrange a make-up class, provided you take up the class before the end of your original booking. It is not possible to tag on make-up classes to the end of your original booking. If your absence is planned – for instance if you are going away on holiday, you may wish to gift your child's place over that period of time to a friend. You must give us your friend's details in advance so we can book them in.

6. **CANCELLATIONS:**

- a. All places must be paid for in advance. Cancellations will be accepted at any time during your first 4 weeks. You must notify us in writing either by email or letter of your intention to cancel and we issue a refund less the fees for the first 4 weeks.
- b. Cancellations for any other reason after the first four weeks will not be refunded

7. **CANCELLATIONS BY JO JINGLES:** We will take every possible step to prevent your class being cancelled. This may include providing a stand-in Class Teacher or we may run your class at a different time or venue. We reserve the right to cancel classes without refund under exceptional circumstances outside of our control, such as fire, flood, adverse weather conditions, pandemic, civil commotion or terrorist activity.

8. **RE-ASSIGNMENT:** We reserve the right to re-assign your child's place without further notice under any of the following circumstances:

- a. You do not re-enrol by the date advised in your enrolment letter / email
- b. You do not settle your account by the payment due date as stated in your invoice

9. **OPERATIONAL CHANGES:** We reserve the right to make changes to the provision and operation of the classes, including changes to schedules, fees, venues and staff as business requirements demand. While every effort will be made to give advance notice, this may not always be possible.

# Health & Safety Guidelines



**The following guidelines are instructed by Jo Jingles Ltd in line with the Children's Accident Injury Benefit Insurance covered by Ecclesiastical Insurance Group, and should be adhered to at all times in Jo Jingles Classes.**

- 1) Apart from collecting and returning instruments, children below the age of 2 years must sit down with all instruments at all times.
- 2) Apart from collecting and returning instruments, all children must sit down at all times with any instrument that has a beater – triangles, wood blocks, drums, claves, this also applies to cymbals.
- 3) At the discretion of the Franchisee/class teacher, children between the ages of 2-3 years can stand/move to the music when playing the following instruments - maracas, castanets, bells, tambourines. Children must stay by their parent/guardian under full supervision at all times. This is also true for props such as streamers for children over 2 years of age.
- 4) At the discretion of the Franchisee/class teacher children above the age of 3 can move around when directed to do so with the above props and instruments (see direction 3.)
- 5) All instruments with beaters must be given out and collected separately by the Franchisee/class teacher this is also true of streamers and cymbals.
- 6) No instrument/beater/prop should be put in a child's mouth.
- 7) No child should run/wander around with an instrument/beater/prop. If a child wishes to walk around in a class then any instrument or prop they have, should be held by an adult until their child is happy to return.
- 8) All adults must take full responsibility for the child/children in their care, for the duration of the Jo Jingles Class.

**We would like to thank you in advance for adhering to the above guidelines that are in place to protect the safety of all children and adults present at Jo Jingles classes.**