

Health and Safety

The health and safety of babies, children and parents in our classes is of paramount importance. We adhere to strict health and safety guidelines and make sure that every aspect of care is delivered to the highest possible standard. We also make sure:

- An extensive annual risk assessment is carried out to identify aspects of the environment that need to be checked on a regular basis. These form the basis of the daily risk assessment, which is completed by the class teacher before the start of each session, ensuring that hazards to parents and babies are kept to a minimum.
- Resources and equipment are cleaned and checked each time they are used and damaged toys and equipment are immediately removed for repair or disposal, as appropriate.
- The premises are hygienic – following the requirements of the Health and Hygiene Policy.
- A register of children, staff and other adults is taken at the start of each session. Visitors who are not known to the setting should expect to be asked for identification
- No outdoor footwear is to be worn in the teaching circle.
- 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.
- Please take away used nappies, unless there is a clearly marked designated nappy bin at the venue.

Participating in a Tiny World Sensory class is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by Tiny World Sensory.

Refunds and Cancellations

Tiny World Sensory 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. We regret that we are unable to offer an alternative for missed lessons. In the instance that a hall cannot be used in the short term, we will endeavour, where possible, to re-schedule your lesson. In this instance Tiny World Sensory is not responsible for any travel expenses incurred.

- If classes have to be cancelled for any other reason out of our reasonable control we are under no obligation to offer a refund but will try to offer a replacement lesson.

In the instance of a local or national lockdown due to coronavirus your class will be offered as an online alternative and will not be refunded.

Illness

- Never bring your child to a class if they or you have any symptoms of coronavirus such as high temperature or new cough.
- Never bring your child to a class if they have any contagious illness such as chicken pox, impetigo, conjunctivitis.

- Never bring your child to a class if they have been showing signs of sickness and diarrhoea. 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.

We may refuse entry to classes if we reasonably believe that your child is not well enough to participate.

Adverse Weather

- Tiny World Sensory is under no obligation to refund lessons that may be missed due to local adverse weather. 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.

Video, Photography and Intellectual Property

- We love you taking pictures or videos of your children during the course provided it doesn't interfere with the class. Please always be sensitive of taking pictures of others without their permission. If you are asked to stop, please do respect the rights of others.
- If the Class Leader feels that the amount of video is excessive, not just short clips, then you may be asked to stop.
- Much of the content of the class is under copyright so you may not copy, modify or reproduce it and is not to be incorporated into another public activity without our permission.
- Anyone suspected of continually filming or photographing the lessons for any purpose of publication or for any commercial purpose will be asked to stop filming and leave the course.
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- employees.

Withdrawal of Service

- Tiny World Sensory may at its own discretion refuse entry to a client to its courses if it is felt that the client's behaviour or the behaviour of those associated with the client is unreasonable.

Queries & Complaints

- If you have any questions or complaints, please speak to Mollie or Jane in the first instance, who will do their utmost to resolve the issue.

Data Protection, Online Security And Privacy

- Occasionally we take photographs and videos during classes and use them for marketing purposes e.g. on social media sites and our website. If you do not want your photograph used in this manner please advise us.
- The information on our registration form contains personal data. Tiny World Sensory will record, process and keep your personal information secure in accordance with The General Data Protection Regulation will **not** be passed/sent out to a third party except stated below.
- From time we send out emails to our customers with information about the product you have booked.
- The names and ages of your children are printed on class registers which the teachers will have at the class and therefore this data is visible to other users.
- On very rare occasions we may be obliged to disclose your personal information to third parties, but this is only when we are legally obligated to disclose information or to assist fraud protection and minimise credit risk.
- Any payment card details that you choose to use within our payment system will be used 100% securely by our payment processors Stripe.
- Any data sent electronically to us is done so entirely at your own risk.

Equal Opportunities:

Tiny World Sensory works in accordance with all relevant legislation, to provide equality of opportunity for all children and families and take positive action to eliminate discrimination in all areas of their work, including:

- Disability Discrimination Act 1995, 2005
- Race Relations Act 1976 + Amendment 2000
- Sex Discrimination Act 1986
- Children Act 1989, 2004
- Special Educational Needs and Disabilities Act 2001
- The Equality Act 2006, 2010