

Terms & Conditions – Little Wonder Worlds

These Terms & Conditions apply to all classes, sessions and events run by Little Wonder Worlds. By booking or attending a session, you agree to the terms outlined below.

1. About Us

Little Wonder Worlds provides immersive sensory storytelling classes for babies and toddlers, attended alongside their parent or carer.

Business name: Little Wonder Worlds

Contact email: sharrie@littlewonderworlds.co.uk

Location: Classes are delivered at various venues as advertised at the time of booking.

2. Safeguarding

Little Wonder Worlds is committed to creating a safe, welcoming environment for all children and families.

Safeguarding is everyone's responsibility. All adults attending classes are expected to remain alert to the safety and wellbeing of children in their care and others around them.

If there are any concerns about a child's welfare during a session, Little Wonder Worlds will take appropriate action, which may include following safeguarding procedures and, where necessary, sharing concerns with relevant authorities.

A full safeguarding policy is available on request.

3. Bookings, Cancellations & Refunds

Bookings

- All sessions must be booked in advance via our booking platform (including Happity where applicable).
- Spaces are limited and allocated on a first-come, first-served basis.
- Your booking is not confirmed until payment has been received.

Refunds & Transfers

- Cancellations made more than 24 hours before the session may be eligible for a transfer to another session (subject to availability).
- Cancellations made within 24 hours of the session start time are non-refundable and non-transferable.
- Missed sessions are non-refundable.

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Class Cancellations

If Little Wonder Worlds needs to cancel a session (for example due to illness, venue issues or unforeseen circumstances), you will be offered either:

- A full refund, or
- A transfer to an alternative session.

Illness

To help keep everyone safe:

- Please do not attend if your child or you are unwell
- We ask that you do not attend within 48 hours of sickness or diarrhoea

Siblings

Attendance rules for siblings will be clearly stated on the booking page.

Where a sibling ticket is required, this must be booked in advance.

4. Promotional Prices & Free Trials

From time to time, Little Wonder Worlds may offer promotional prices, discounts or free trial sessions.

- Promotional offers are subject to availability and may be limited to new customers, specific sessions, venues or time periods.
- Unless otherwise stated, promotions cannot be combined with any other offers or discounts.
- Free trials are limited to **one per child** unless explicitly stated otherwise.
- Free trial places must be booked in advance and are offered on a first-come, first-served basis.
- A booked free trial that is not attended, or cancelled with less than 24 hours' notice, may not be rebooked.

Little Wonder Worlds reserves the right to:

- Withdraw or amend promotional offers at any time
- Limit the number of promotional or free trial places available
- Refuse promotional bookings where misuse or repeated bookings are suspected

All standard Terms & Conditions apply to promotional and free trial bookings.

5. Photography & Social Media

From time to time, photographs or short videos may be taken during classes for use on social media, our website or marketing materials.

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Photo consent is requested at the point of booking (including via Happity's photo consent settings).

You are under no obligation to give consent.

If you prefer your child not to be included, please ensure you opt out when booking or inform us at the session.

We will never name children in public posts.

6. Health & Safety

All classes are attended at your own risk.

Parents and carers remain responsible for their child at all times during sessions.

Little Wonder Worlds accepts no liability for loss, damage, injury or illness incurred during classes, except where caused by proven negligence.

We hold appropriate public liability insurance for our sessions.

7. Hygiene & Food Safety

Where food, drinks or snacks are provided:

- All food will be prepared in line with relevant food hygiene and safety regulations.
- Parents and carers are responsible for informing us of any allergies or dietary requirements.

Hot Drinks

If hot drinks are served:

- They will be kept in designated areas away from children where possible
- Parents and carers are responsible for handling hot drinks safely

Little Wonder Worlds accepts no liability for injury relating to food or drink consumption unless caused by negligence.

8. Behaviour

Little Wonder Worlds sessions are designed to be relaxed, joyful and inclusive.

Parents and carers are responsible for:

- Supervising their child at all times
- Managing their child's behaviour during sessions

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We understand that babies and toddlers are learning and exploring. However, if a situation arises where behaviour is unsafe or significantly disruptive, we may ask the adult to intervene or step outside briefly to ensure the comfort and safety of the group.

Aggressive, abusive or threatening behaviour towards staff or other attendees will not be tolerated.

9. Equality, Diversity & Inclusion

Little Wonder Worlds celebrates and welcomes families of all backgrounds.

We are committed to providing an inclusive, respectful environment where:

- Everyone feels safe and valued
- Discrimination, harassment, abuse or threatening behaviour is not tolerated

Any behaviour that compromises this ethos may result in refusal of attendance without refund.

10. Privacy

Your privacy and personal information are important to us.

Any personal data we collect is handled in line with our Privacy Policy, which is available on our website and at the point of booking.

11. Changes to These Terms

Little Wonder Worlds reserves the right to update these Terms & Conditions at any time.

The most current version will always be available online or on request.

12. Contact

If you have any questions about these Terms & Conditions, please contact:

Little Wonder Worlds - sharrie@littlewonderworlds.co.uk