**TERMS & CONDITIONS**

**Mission Statement**

Our aim is to provide and fun and interactive class to preschool children which encompasses original songs, memory, language and coordination skills in an exciting, enjoyable and multi-sensory way.

The Class is conducted by Coco but parents/carers are encouraged to join in too.

**Class Guidelines**

* Arrive to class promptly
* Pay at beginning of class or via bank transfer
* No Shoes to be worn on mats in Playroom
* During class we ask if you can refrain from giving your child any food/snacks during the session, a drink can be given but at the seating area, please do not let your child walk around the hall with any liquid in case of spillage.
* Be responsible at all times for your child’s safety and well-being during class, do not leave your child unattended. Coco is not responsible for the safety and well-being of your child and should not be left with her.
* Look after class props and equipment, report any defects with props for safety reasons, you will not be held responsible for props/toys that may be broken
* Treat the hall, other facilities and staff with respect, care and attention
* Encourage your child to play well with others, share props and be kind to others
* If you have any issues or problems with other class attendees speak to Coco who will work towards resolving this
* If you encounter a problem with the facilities please inform Coco. Coco’s Moo Music is not responsible for any issues concerning the facilities. (Duncan Alexander Ltd – email: jim.toner@dunalex.com)

**Changing Class Times and Venues**

If a class becomes too small to run we may need to merge it with another. We do our best to keep class times as similar as possible but unfortunately cannot always guarantee this.

If it is not possible to merge a class it may need to be cancelled.

If a class becomes full we will open a waiting list and always try to open another class to cope with demand.

Should you need to change class times we will do our utmost to accommodate you, but unfortunately cannot guarantee it.

To secure your place in a class at Coco’s Moo Music you must book your place online.

**Health, Safety & Accidents**

* Parents / carers are asked to use good health and safety methods whilst attending Moo Music classes and adhere to the health and safety policies of the premises. Please take care when arriving and leaving the premises also.
* At the beginning of each session Coco ensures the play area for classes are free from any obstacles and that the floor is dry and safe.
* Parents/carers should notify Coco if they see a potential hazard that Coco may have missed, this will help to reduce the risk to you and your child.
* All accidents should be reported to Coco, there is a small first aid kit available and the facilities will also have an accident procedure you must adhere to.
* Please do not bring your child to class if they are ill or have had a sickness/diarrhoea or other noticeable bugs (chicken pox etc) within 48hr contamination period.
* Ensure your personal belongings are out of reach to all children
* With the use of bubbles at the end of each class this can cause the floor to become slippery, I ask you take care when leaving the class and that your child refrains from running around this area after class. Coco will always point this out at class for you and your child’s safety.
* Please also adhere to the regulations of the facilities, no smoking, no drinking alcohol and no drugs on the premises.

**Child Protection**

Coco’s Moo Music believes that the safeguarding of children is a serious matter. Given the nature of our work it is highly unlikely that any member of staff would have direct and unsupervised contact with a child, but we recognise our responsibility for promoting best practice. Coco’s Moo Music ensure that your child is accompanied by their parent /carer when Coco or other staff comes into contact with children in the course of their duties.

If there is any suspicion that a child may be in harm, action will be taken by Coco to report this to authorities. Also if parents/carers also have concerns this can be discussed with Coco or you can contact the authorities in your own right.

If you would like a copy of our child protection policy (Moo Music TM) email me at Corinna@moo-music.co.uk or you can request a printed copy. There is a class copy with Coco for your perusal.

**If your child is ill**

Please keep your child home if they have a serious a contagious illness.

Please keep your child home if he/she:

* High fever (must be back to normal at least 24hrs)
* Gastro / Upset stomach or diarrhoea (in the previous 48 hours)
* Heavy cold or nasal discharge
* Conjunctivitis

Please do not bring your child to class is you think they may have symptoms of the following:-

|  |  |
| --- | --- |
| * Norovirus
* Impetigo
* Scarlett fever
* Whooping cough
 | * Hand, foot and mouth disease
* Measles
* Chicken pox
* German measles
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**Photographs & Videos in Class**

Please be considerate of other families in class when taking photographs and videos. Coco may also take photos in class but will always ask permission before posting these on social media.

**Protection of property**

Please note that personal belongings left in prams or bags is your responsibility and Coco’s Moo Music or The Cowshed cannot take any responsibility for the safeguarding of these items. Your belongings can be with you in The Playroom.

**Health & Safety and Hygiene Policies**

At The Cowshed, Coco ensures the venue, props and other equipment is held to a high standard of hygiene, props are cleaned regularly (in-between classes if necessary)

**Changes to Terms and Conditions**

Moo Music and Coco’s Moo Music may be required to make changes to our Terms & Conditions

This will be updated via the Booking System and on Social Media (Facebook) we will not contact you directly.