



TERMS AND CONDITIONS

Hello Baby antenatal courses are services. Provision of the service is considered to have started when booking confirmations are sent to the course attendee/s.

Cancellation policy

If you book on a course and subsequently wish to cancel, refunds will only be given on the following basis and the following charges will be applicable.

An administration charge of £15 for group courses and £30 for one-to-one courses will automatically be charged.

Once this amount has been deducted, a percentage refund of the balance will be calculated based on the number of days' notice of cancellation received (prior to the start of the course). This notice must be given in writing or by email.

No. of days' notice given	Percentage refund
42 + Calendar days	75%
32 – 41 Calendar days	50%
22–31 Calendar days	25%
21 Calendar days or less, or 'no show'	0%

If the cancelled place is filled by another course attendee, a full refund minus admin costs will be offered. Places are not transferable unless by prior agreement as a waiting list may be in operation. Refunds cannot be given under any other circumstances.

In the unlikely event that Hello Baby has to cancel a course, an alternative arrangement will be made.

Transfer Policy

If a course attendee wishes to transfer to an alternative course a charge of £15 will be made. If an alternative date cannot be found, the cancellation policy will apply.

Covid-19

In order to protect the health and wellbeing of the clients and the instructors, courses booked to be taught in-person may be taught virtually via Zoom in the following circumstances:

- If the clients/instructors or a member of their respective households has tested positive for Covid-19 in the last 6 days
- If the client/instructor or a member of their respective households is showing any of the Covid-19 symptoms listed on the NHS website.

General

The information, techniques and exercises provided within the course programme are for educational purposes only. The information provided is not a substitute for medical advice. If in doubt, please consult your doctor or licensed medical practitioner



Amendments to the Terms

Hello Baby retains the right to amend these terms and conditions in any way it considers appropriate.