



## TERMS AND CONDITIONS

Hello Baby provides private antenatal classes, private hypnobirthing courses, private midwifery care and free social events for pregnant and new mothers in the local area. Provision of these services are considered to have started when booking confirmations are sent to the client/s.

### **Cancellation policy**

If you book a service 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 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, date of private midwifery appointment or first private midwifery appointment if a package). This notice must be given in writing or by email.

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

In the unlikely event that Hello Baby has to cancel a course, an alternative arrangement will be made or a full refund will be offered. At the discretion of Hello Baby, in exceptional circumstances, a full refund may be offered.

### **Transfer Policy**

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

### **General**

The information, techniques and exercises provided within the antenatal and hypnobirthing course programmes are for educational purposes only.

Do not practice the techniques or exercises learnt on the courses whilst driving or operating machinery, or if you suffer from epilepsy, clinical depression or any other nervous or psychiatric condition. The information provided is not a substitute for medical advice. If in doubt, please consult your doctor, midwife 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.