CLIENT INFORMATION · THE ANTENATAL COURSE

Cancellation Policy

The Antenatal Course (group classes)

Seven in-person sessions · Hannah Simons, Registered Midwife · Chloe Lewis, Doula and Antenatal Educator

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01 About this policy and the course

This policy explains what happens if you need to cancel or change your booking for The Antenatal Course, our group antenatal classes, and what happens if we need to cancel or change a course. It applies to The Antenatal Course only. Our other services, such as private midwifery care, doula support and hypnobirthing, have their own terms.

Sessions	Seven sessions, all in person
Session length	Six sessions of 2 hours 15 minutes and one session of 90 minutes
When to attend	Most clients start the course between 26 and 34 weeks of pregnancy
Group size	A minimum of 5 bookings is needed for a course to run (see section 7)
Payment	In full on booking, through the Hello Baby website (Wix) or the payment link we send you

By booking a place on the course, you agree to this policy. Nothing in it affects your legal rights as a consumer.

02 Your right to cancel (cooling-off period)

If you book online or by email, you have the legal right to cancel within 14 days of the date you book, without giving a reason, and receive a full refund.

If your course starts within those 14 days and you choose to attend, you can still cancel within the 14 days, but we will deduct the value of any sessions you have attended. Each session is valued as an equal share of the course fee you paid.

To cancel within the cooling-off period, tell us in writing (section 8). After the 14 days, section 3 applies.

03 Cancelling after the cooling-off period

If you cancel after the cooling-off period, what you can choose depends on how much notice you give before the date of your first session:

NOTICE BEFORE YOUR FIRST SESSION	WHAT YOU CAN CHOOSE
6 weeks or more	A 75% refund of the course fee, or a transfer to another course if places are available
4 weeks or more, but less than 6 weeks	A 50% refund of the course fee, or a transfer to another course if places are available
Less than 4 weeks	A transfer to another course if places are available. No refund is given

If we fill your place. If you cancel before your course starts and we are able to fill your place, we will refund the full course fee, less a £20 administration fee, instead of the refund shown above. The fee covers the card transaction charges we paid on your original payment and the time spent managing your booking and refund.

Notice is counted from the date we receive your written cancellation to the date of the first session of your course.

Once your course has started, no refund is given for the remaining sessions, except as set out in sections 6 and 7.

04 Transferring to another course

If you would like to move to a different course, please contact us as early as you can. Transfers depend on places being available on another course that suits your stage of pregnancy and finishes before your due date.

A transfer requested after the cooling-off period follows the notice periods in section 3. If no suitable place is available, you will receive the refund shown for your notice period, if any.

05 Missed sessions and illness

Missed sessions are not refunded. If you know you will miss a session, please let us know.

If you or your birth partner are unwell, particularly with anything infectious, please do not attend, and let us know as soon as you can so we can help you catch up where possible.

06 If your baby arrives prematurely (at 36 weeks 6 days of pregnancy or earlier) or your pregnancy changes

If your baby arrives prematurely (at 36 weeks 6 days of pregnancy or earlier). If your baby is born before your course has finished, we will refund the sessions you have not attended, each valued as an equal share of the course fee.

If your pregnancy changes. If you develop a pregnancy complication or are advised by your maternity team not to attend, please contact us. We will offer a transfer to a later course where suitable, or refund the sessions you have not attended.

Pregnancy loss. If your pregnancy ends in miscarriage, stillbirth or termination for medical reasons, we are very sorry. Please let us know whenever you feel able to, in whatever way is easiest for you. We will refund in full any sessions you have not attended, with no cancellation charge.

07 If we cancel or change the course

Minimum group size. A course needs at least 5 bookings to run. If this is not met, we will either cancel the course or move it to new dates. We will tell you as soon as we know, and at least 7 days before the first session.

If we cancel or move your course, you can choose a full refund or a transfer to another course. If you choose a refund, it covers the full course fee you paid.

If we need to cancel a session. If we have to cancel or rearrange an individual session, for example because of illness or a problem with the venue, we will offer a new date. If you cannot attend the new date, we will refund that session, valued as an equal share of the course fee.

08 How to cancel and how refunds are paid

Please cancel or ask for a transfer in writing by email, so we both have a record:

- hannah@hellobabyantenatal.co.uk
- chloe@hellobabyantenatal.co.uk

We will confirm by email that we have received your request. Any refund will be paid within 14 days of us agreeing it, to the original payment method: through Wix if you paid on our website, or to the card used for the payment link.

09 Complaints and your rights

If you are unhappy with how we have handled a cancellation or refund, please contact us first. We will acknowledge written complaints within 3 working days and aim to give a full response within 7 working days, wherever reasonably practicable. If you are still not satisfied, you may seek independent advice, for example from Citizens Advice.

Nothing in this policy excludes or limits your legal rights under consumer law. This policy is governed by the law of England and Wales. Details of how we use your personal information are in our Privacy Policy.

This policy was last updated in November 2026.

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