

Sugar Plums Play Cafe

Class Terms and Conditions

- **Bookings and Payment:** All bookings must be made through our online booking platform and paid for in full at the time of booking to secure your place. Spaces are limited to ensure safety and enjoyment for all attendees; only those who have been booked onto a class should attend. We are unable to accommodate older siblings in Little Plum Sensory Classes.
- **Age Restrictions:** Each type of class has an age restriction. This is to ensure classes are developmentally appropriate, safe and fun for everyone. If a booking is made for a child outside the advertised age range, we reserve the right to cancel the booking and issue a refund.
- **Supervision:** Children remain the responsibility of their accompanying adult at all times. Adults are expected to actively supervise and support their child throughout the class.
- **Timekeeping:** Classes aim to start promptly at the time advertised on your booking. Attendees are asked to be prompt when arriving and leaving, to ensure smooth running of classes and for cleaning and setup before and afterwards. Late arrivals can be accommodated, but classes cannot be extended and missed activities cannot be repeated.
- **Illness:** Please do not attend classes if you or your child are unwell with vomiting, diarrhoea, a fever or symptoms of a contagious illness. Children should be symptom-free for at least 48 hours following vomiting or diarrhoea and no longer contagious in accordance with current public health guidance before returning to class.
- **Block Bookings Absence:** If you have booked a block of classes and are unable to attend a class, you may request a free pass to an additional week at the end of your block, or to a PAY-G session at a later date, provided you give 24 hours' notice. This can be facilitated once in a six-month period, subject to availability. If you are unable to attend more than once class per six months, the missed class is unfortunately unable to be refunded or rescheduled.

- **Missed Classes:** Classes are non-refundable except where stated in these Terms and Conditions. Missed sessions cannot be exchanged for cash or credited against future bookings.
- **Pay as You Go Absence:** If you have booked a PAY-G class and cannot attend, you may request a reschedule provided you give 24 hours' notice. This will be granted at the discretion of Sugar Plums Play Café, and cannot be facilitated with less than 24 hours' notice.
- **Cancellations and Transfers:** If Sugar Plums Play Café has to cancel a class due to unforeseen circumstances, you will be offered an alternative class where possible or a refund for the cancelled session.
- **Location:** Classes are held in the Nurture Nook, which is located across the hall from the main café. Children must be accompanied to and from the classroom to use the toilets and when entering and exiting.
- **Play Café Access:** Class attendees are not permitted to use the play areas without first having purchased a play session ticket.
- **Prams and Car Seats:** You are kindly asked not to bring prams to the play café. Space is limited, particularly in the Nurture Nook where classes are held, so baby wraps are preferable to car seats where possible, or if you can, carry or walk your child to and from class.
- **Class Etiquette and Behavioural Expectations:** Classes are for all attendees to enjoy, therefore it is expected that adults should ensure their child plays gently and kindly, respects others, and uses the play materials as they are intended. Class leaders should be respected and their instructions should be listened and adhered to, to ensure safety and enjoyment for everyone. There should be no throwing or rough play, and bullying, harassment or abuse of any kind will not be tolerated. We reserve the right to ask any family to leave if behaviour is unsafe, abusive or repeatedly disruptive. Refunds will not be provided in these circumstances.
- **Messy Play Materials:** Messy play activities involve materials designed for sensory exploration rather than consumption. During sessions there may also be toys which may be small in size, so please ensure children under 3 years old always have direct supervision and are encouraged not to mouth the items. We make every effort to supply items that are either edible or non-toxic. However, we advise that all materials provided including foodstuffs are not to be consumed by the children as

some products (despite being edible) may present a choking hazard or cause upset stomachs if eaten uncooked (e.g. flour, pasta or rice).

- **Allergies and Medical Conditions:** Please inform us of any allergies, dietary requirements or medical conditions when booking. While every effort is made to accommodate allergies in messy play materials, we cannot guarantee an allergen-free environment.
- **Clothing:** Many of our activities involve paint, water and sensory materials. Please dress both yourself and your child in clothing that you do not mind getting messy. While every effort is made to use washable materials, Sugar Plums Play Café cannot accept responsibility for staining or damage to clothing or personal belongings.
- **Photos and Videos:** You are permitted to take photos or videos of your own child during classes, but your doing so should not disrupt the flow of the class. To protect the privacy of all our visitors, do not take photos or videos of children other than your own without permission, and be mindful of others in the background of your photos or videos. You may not take photos or videos of the class leader without their permission, nor record the class while it is in progress. We may occasionally take photographs for promotional purposes. We will always seek your permission before photographing or sharing identifiable images of your child.
- **Personal Belongings:** Personal belongings are brought onto the premises at your own risk. Sugar Plums Play Café accepts no responsibility for loss, theft or damage to personal items except where required by law.
- **Changes to Classes:** We reserve the right to make reasonable changes to class content, activities, instructors or schedules where necessary to maintain the quality and safe delivery of our classes.
- **Compliance with these Terms:** Failure to comply with these rules may result in being asked to leave the premises without a refund.