

BeeUtiful Minds – Terms & Conditions

Effective from 28.04.2025

1. General Terms of Service

- These Terms & Conditions apply to all services, programs, and products provided by BeeUtiful Minds, including bookings made online or in person.
- BeeUtiful Minds reserves the right to update these Terms & Conditions at any time. Any changes will be communicated via email and/or displayed on our website.

2. Definitions

- "BeeUtiful Minds" refers to all our services designed for neurodivergent families operated from our locations in Swords, Donabate and Duleek.
- "The Buyer" or "The Parent/Guardian" refers to any individual purchasing services or programs from BeeUtiful Minds for their child(ren).

3. Booking, Payment & Fees

- All bookings must be made in advance through our online system. Once a booking request is submitted, we will confirm it based on availability. If a space is available, a confirmation email followed by an invoice will be sent to the parent. Please note that places are limited and will only be secured once full payment has been received.
- Payments are non-refundable unless otherwise stated under our cancellation policy.
- All fees are reviewed periodically and are subject to change. Adequate notice will be provided where possible.

4. Cancellation & Refund Policy

General Services (Camps, Clubs, Workshops):

- Cancellations must be made in writing (email or text). Refunds are not guaranteed but we will do our best to offer a rescheduled session if 3 or more working days' notice is given and space is available.

Therapeutic Horse Riding:

- We allow up to two cancellations per term with at least 48 hours' notice for a make-up session.
- Additional cancellations or no-shows will not be rescheduled, and fees will still apply unless you opt for a casual (pay-as-you-go) booking.
- BeeUtiful Minds reserves the right to cancel or reschedule services in the case of a **Force Majeure** event (e.g., severe weather, illness, animal injury). In such cases, we will

attempt to reschedule within two months. Session fees remain payable whether or not the alternative date is attended.

5. Attendance & Absences

- Regular attendance supports your child's emotional regulation and routine. If your child is unable to attend, please notify us as early as possible.

6. Health, Safety & Emergency Procedures

We take your child's wellbeing seriously and follow strict procedures:

First Aid & Emergency Medical Treatment:

- In case of an emergency, we will always try to contact the parent/guardian first. If unavailable, we may seek medical assistance for your child and transport them to a healthcare facility as required.

Medication & Calpol/Nurofen Administration:

- Will only be administered with prior verbal consent and according to packaging guidelines. If this permission is denied, you must collect your child within 10 minutes if they become unwell.

Nappy Changing & Clothing:

- Staff will change nappies and clothes only when necessary and will encourage independence where age-appropriate.

Sun Cream:

- Please provide labelled sun cream. Children will be encouraged to apply it themselves, with support if needed.

7. Child Protection & Behaviour Support

- BeeUtiful Minds follows Children First: National Guidance for the Protection and Welfare of Children.
- Any concerns regarding a child's safety or wellbeing will be reported in line with Tusla Child Safeguarding procedures.
- Our approach to behaviour support is neuro-affirming and focuses on emotional regulation, positive reinforcement, and collaborative problem-solving. Please consult our Emotional & Behaviour Support Policy for more information.

8. Responsibility & Conduct

Staff are responsible for maintaining a safe, respectful, and inclusive environment at all times.

Parents/guardians must:

- Share all relevant medical, behavioural, and dietary information in advance.
- Ensure that emergency contact details are always up to date.
- Treat all staff and children with respect.

- Ensure prompt drop-off and pick-up. Late collections may result in additional charges or loss of place.

9. Insurance & Liability

- BeeUtiful Minds is fully insured for all services we offer.
- While we take every reasonable precaution, BeeUtiful Minds will not be held liable for loss or damage to personal property (including parked cars) brought onto premises.

10. Intellectual Property

- All content (e.g., curriculum, artwork, text, images) created by BeeUtiful Minds is protected and may not be copied, reused, or distributed without written permission.

11. Data Protection, Privacy & Research Use

- We collect and store your data securely in line with GDPR regulations.
- Information collected includes: names, emergency contacts, medical/dietary needs, date of birth, and billing info.
- We will never share personal data with third parties unless legally required or where necessary for safe service provision (e.g., insurance, medical professionals, Revenue)
- Full privacy policy available on request or via our website.

12. Research and Ethics

- BeeUtiful Minds may use anonymised data for internal research, service development, and contributing to broader understanding and practices in supporting neurodivergent children and families.
- All research-related data is fully anonymised. No names, personal details, or identifying information will ever be disclosed or published.
- Research practices strictly comply with GDPR and ethical standards set by Irish authorities such as the Health Research Board and Tusla.
- Participation in research activities is always voluntary, and separate informed consent will be requested where needed.
- The aim of any research use is to improve service quality, inform best practice, and support advocacy for inclusive approaches.

13. Declaration

By registering with BeeUtiful Minds and/or enrolling in any of our services, you confirm that:

- You have read, understood, and agree to abide by these Terms & Conditions.
- You understand it is your responsibility to notify us of any changes to your child's needs or your personal details.
- You are aware that leaving the "notes" section blank during booking is considered acceptance of all the above.