**Wildwood Tuition and Childcare**

**Terms and Conditions**

**1. Automatic renewal**

**1.1a**
Our term-time courses run all year round, with breaks for school holidays, public holidays, Easter and Christmas (unless otherwise stated in the dates herein).

**1.1b**

**School holiday sessions can be arranged separately**

**1.2**
In order to work as efficiently as possible, we automatically renew registrations each month. If you do not want to be automatically registered for each new month, you must report this to the administration before the 20th of the previous month. This can be done by email, telephone or letter. If you have not contacted us by the deadline, you will automatically be re-registered and the refund scheme below will apply.

If I need to cancel a session for any reason, you will be reimbursed in full.

However, if you cancel during the paid period, that session will not be refunded as I will not be able to fill the space at short notice.

**1.3**
Around the 20th of each month, you will receive an invoice due on the 1st of the month for that month’s fees. That will be collected by direct debit whenever possible.

**3. Payment**

**3.1**
Your bank details are kept in a secure online environment. We will use your data when necessary, for example to extend your registration, or if you wish to make further purchases, and so on.

**3.2**
If you receive a new debit or credit card or want to change your details for any other reason, please call the administration. If you no longer take lessons with us, your data will be deleted from our system.

**3.3**
If someone other than yourself pays for the course, you must notify them yourself

**3.4**
If you pay by cheque (or plan to do so in the future), you must do so before expiry and inform us in accordance with our payment policies, deadlines, etc. and any notices regarding extended registration or payments.

We do not accept payment via American Express.

**4. Refunds and Cancellations**

**4.1**
Wildwood Tuition and Childcare is not obliged to refund or refund your payment if you are unable to attend the course or any part of it. We regret that we cannot offer an alternative for missed sessions. What may be a simple question for you is practically an impossible task.

**4.2**
In the event that it is not possible to reschedule a missed the sessions, we will offer you compensatory services or a refund in a later lesson period.

**4.5**
If you are an existing customer and cancel a registration for the next class period at any time after the auto-renewal deadline and before the start of the course, we will refund your money minus a £40 cancellation fee. After the start of the lesson period, If you take a course with us for the first time and cancel up to 14 days before the start of the course, you will get your money back. If you cancel within 14 days before the start (until 5:30 PM on the day before the first lesson), we will refund your money minus €40 for cancellation costs.

**4.6**
Once a course has started, unfortunately we cannot issue refunds or credits.

**5. Bad weather conditions**

**5.1**
Wildwood Tuition and Childcare is not obliged to refund tuition if you miss lessons due to local weather conditions.  It may be possible to arrange an online session as an alternative.

**6. Filming and photographing**

**6.1**
We understand that in the friendly atmosphere we try to create, parents, grandparents and friends like to take photos or film. Nevertheless, we ask everyone to take the feelings of others into account and not to film or take photographs if others request it. We must adhere to the applicable rules at each location and photography or filming is not always permitted. If this applies to your location, we have already informed you of this and asked you to respect this policy.  Permission slips must be signed for photography and for images to be displayed publicly.

**6.2**
Please note that we may from time to time take photographs or videos for instructional purposes, especially when creating verb books.

The copyright on all photos, logos and illustrations used by Wildwood Childcare rests with Wildwood Childcare. Scanning or duplicating this without our written permission is considered an infringement of our copyright and will be handled as such.

**9. Illness**
**9.1**
If your child or his or her supervisor has, develops or suspects a medical problem, we request that you first make an appointment with your doctor before sessions and inform the administration (at a later date) by e-mail or letter. The information received from you will be treated confidentially and carefully.

**9.2**
Never bring your child to a session if he or she has an ear infection, diarrhea, chickenpox, impetigo, conjunctivitis or a severe cold or is unwell. An isolation checklist is available to check symptoms and exclusion periods.

**9.3**
For nausea and diarrhea, your child should be free of symptoms for at least 48 hours before returning to sessions.

**11. Deny access**

**11.1**
Wildwood Childcare may, at its sole discretion, may deny a customer access to a course if it believes that the customer in question is behaving unreasonably.

**19.1**

**20. Exclusion of liability**

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**21. Changes to general terms and conditions**

These terms and conditions may be updated from time to time. We will then send you a new modified version or notify you of any minor changes that have been made. You are free to disagree with these changes, but in that case we ask that you notify us within 14 days of receiving these changes. If you do not do this, we will assume that the new version applies to our agreement with you.