

## Glow Bambino Terms & Conditions and Health & Safety Policy (Updated January 2025)

(Written in plain English)

### **Booking T&C**

Classes are pre booked only and paid in advance.

We do not offer refunds.

Classes can be passed on to another parent/baby and we ask for you to notify us in advance if you wish to do this. (please note in **exceptional circumstances**, a franchise owner may be able to offer a refund or move your class bookings, please speak to your local franchise owner)

If we have to cancel a class/course we will offer an alternative class date/time in the first instance. (please note exceptions in covid/force majeure section) if an alternative class cannot be found we will issue a refund, this will be issued via our booking system and may take up to 7 working days to be returned from date of issue.

### **Participation is at customer's own risk.**

We offer an immersive sensory experience as there for we use we use sensory items and props not baby toys therefore **adult supervision is needed at all times and parents/carers are responsible for the supervision of their baby/child at all times.**

Please be aware we use different types of lighting and glowing light up objects, sometimes these flash and our sessions are set in a dimmed environment. Our main lights which are plugged in via the mains should not be touched unless specifically guided to by the class leader.

Our lighting is designed to be safe and gentle for babies and young children, but if you have a baby or child who may be sensitive to a changed/sensory environment, we suggest you might like to visit before or after a session with your child so they can experience our environment to make sure it is comfortable for them.

If you or your child has any additional needs, please speak to us prior to booking so we can try and make adjustments to make our sessions more accessible for you or your child.

We will always try to make our sessions more accessible wherever possible.

Some locations offer SEN friendly specific classes, please ask your local franchise about this.

### **Health & Safety**

At Glow Bambino we take Health and Safety very seriously as the safety of our customers is top of our priorities and we recognise the additional need to support and protect young babies and children. Here is what we do to make sure that your sessions are carried out in a safe and hygienic environment.

- We carry out a written risk assessment for all of the locations that we use to deliver our Glow Bambino Sessions and this is reviewed every 3 months and stored with us for 3 years
- In addition to this we carry out a visual risk assessment before each session to make sure the studio/hall space is safe and clean.

- We will occasionally have a fire drill, but all participants at the session will be pre warned.
- We make sure the toilet facilities are clean before each session and provide clean baby changing facilities. (please let us know if they are not clean)
- We will ask parents/carers to keep bags and coats out of the sessions where possible to make sure the area is free from trip and accident hazards
- We ask all parents to take off their shoes and suggest their feet are covered by socks.
- We ask that if you or your little one is unwell with a contagious illness that you miss class
- We clean all sensory items between sessions and session leaders start each session with clean hands and have covered feet or wear shoes only used inside the studio.
- All of our food/drinks are made in hygienic environments but cannot be guaranteed as allergy or nut free (please speak to your Glow leader if you have an allergy) We do not charge for the refreshments these are an additional extra that you may wish to take part in.
- We check all of our equipment before each session to make sure it is safe and clean. As we are a sensory play group some of our items ARE NOT baby toys and some of our items are recommended for over age 3 as they contain batteries or smaller parts.

### **Our Glow Kits, Lighting & Environment**

Please note: All of our individual sessions have been designed for babies and children to be supervised at all times while playing and exploring the sensory environment and items. None of the items should be left with an unsupervised baby and we will suggest that some items are used by parents only. Please note that your participation in Glow Bambino is at your own risk. And with the understanding that parents/carers always supervise and are fully responsible for their own babies and children and that they understand that not all items are specifically baby toys and therefore caution and parental/carer close supervision is needed for little ones to explore them safely. Items used are not all TOYS, some are natural items such as pinecones, items with batteries or other items which are not specified as a toys and do not come with any toy safety testing etc. All of our plug-in electrical items are PAT tested as needed per regulations and we test all items before each session starts. We keep electrics away from babies where possible but do ask that parents DO NOT let babies and children play or fiddle with our lighting/electrical items. We use LED lighting which has very low heat emissions making it particularly safe for use around children. With our young babies and tots we DO NOT use UV lighting or strobes (we use a safer alternative) as we know babies' eyes are still developing and need extra protection. We have researched the best, safest and most relaxing lighting to use with a young age group and never use theatrical grade lasers or lights, but we ask that parents monitor their baby closely as all children can have different reactions to new experiences and it is important to note if your baby has an adverse reaction to any lighting effect and consult your healthcare provider if you have any concerns.

We cannot allow babies under 4 weeks to attend as their eyes are still very sensitive to the world, we recommend that babies attend from 8 weeks, so that they can better engage with our environments.

## **Insurances**

Each Glow Bambino Franchise has full Public Liability Insurance and all leaders have a current clear DBS Check if needed. All of the locations that we use to deliver Glow Bambino in have buildings insurance and have to our knowledge passed all current building maintenance safety conditions. There will always be an up to date First Aid kit available and Glow Bambino Leaders will have knowledge of how to use this kit, although may not have full first aid training. All franchise leaders will have a good understanding of Safeguarding (child protection / domestic violence) and an understanding of specifics to their own area. We have a safeguarding policy if you wish to see this.

## **Discrimination**

We will not tolerate any abusive behaviour or language towards our leaders, staff or other attendees at sessions, if this happens the person will be asked to leave sessions and will not receive a refund on sessions. Please see our anti bullying section in our Safeguarding Policy. We practice anti-discrimination and anti-bullying throughout our Glow Bambino business and promote mental health support and strive to create safe, welcoming, friendly, non-judgmental environments for all our classes and courses. No form of discrimination or bullying will be tolerated in our business or our sessions, if you experience any form of discrimination, please speak to your Glow Leader or to Glow Bambino HQ (contact details can be found on our website and at the end of this policy) We will do our very best to accommodate anyone with any additional need, we will make changes where possible and do all we can to make our sessions accessible to all, we will advise on any concerns that any parent has about attending our sessions.

## **Covid-19 and Force Majeure**

Covid-19 (update August 2021) The Scientific evidence suggests that there is a high degree of confidence that the susceptibility to clinical disease of younger children (up to 11) is lower than for adults, however it remains important that protective measures are put in to place to help reduce the risk of transmission. These are the additional steps and changes we will be making to our sessions: We will be adding Covid-19 and control of viruses/disease in to the regular risk assessment for all sessions. Glow bambino will be adjusting our glowing adventures to stop/reduce any cross contamination of sensory items that are used. Glow Bambino have always used a strict cleaning procedure for all items used in sessions, but the cleaning of these items will be enhanced by using Zoono products with their unique technology with a z-71 Microbe Shield that is 99.99% effective against coronavirus protecting surfaces for up to 30 days and hands for up to 24hours. All leaders will wash and sanitize their hands before each session. We will only use community venues that have been given permission to open to the public. We will regularly be checking all Government, Local Authority and Children's Activity Association legislation and guidance and will follow all advice given.

We would ask that if any parent or child is displaying any Covid-19 symptoms or other contagious illness symptoms that you DO NOT attend sessions, also if you have been in contact with anyone displaying symptoms that you do not attend session. We will advise parents that although we will take all measures in our control to safeguard against infection that attendance to Glow Bambino is at customers own risk and that if sessions have to be cancelled or missed due to circumstances outside our control, we cannot offer refunds. We will however endeavour to offer alternative sessions. Please note, that if classes have to be cancelled due to any local or national lockdown, we will pause all sessions and resume as soon as we can, if when we do resume you are no longer able to attend (or do not wish to re attend) we will offer 50% refund on your remaining classes or you can pass your space to a specified person to complete your sessions.

Should any other health pandemic occur we will follow all guidance's from the government and assess if the classes are safe to go ahead.

If any other Force Majeure (event out of our control, such as an environmental disaster, terrorist attack etc) we will follow all safety instructions, and close classes is necessary

We cannot offer a full refund in these circumstances. We will try to offer our replacement classes if possible.

(Please See our Standard Booking Terms & Conditions: Sessions are pre-paid only. We don't offer refunds if you cannot attend.)

Please check with your local franchise as each franchise area may have slightly different terms and conditions. We limit the amount of those attending to make our sessions more friendly and intimate and we operate a waiting list, but will try and accommodate friends in the same class where possible.

### **Data Protection.**

We follow all current data protection legislation and use a booking system that securely stores any personal data, if we have your data in any other form this is also stored securely. We do not share your data with any third parties.

We will contact you about your classes, or about new classes/opportunities in your area.

From time-to-time Glow Bambino Ltd may contact you with offers relating to Glow Bambino Ltd and our other services.

We will ask permission to use photographs or videos from our sessions in any public forum, if you are not happy for images of your child to be shared, please do also let your leader know in advance as this helps us to maintain your privacy.

There may be closed Facebook groups related to your Glow Bambino classes that you can join, where you can share photos and information, we will do our best to monitor these to make sure all those in the groups are legitimately part of the groups, but as with all social media we cannot guarantee this. So please do not share any personal information or data on these groups, rather contact your Glow Bambino leader directly with any personal information.

**We assume that parents have read this policy and are happy with and agree to the terms within it.**

We don't send out all our policies but if you wish to see any of our other policies and/or risk assessments these are available to be shared with parents/carers via your franchise owner, please ask at your local class leader.

If you have any questions or queries please contact your local franchise in the first instance, or Glow Bambino Ltd HQ via [glowbambino@outlook.com](mailto:glowbambino@outlook.com) or on 07771746094