



**The Early Reading Experts**  
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email: hello@readingfairy.com

**Reading Fairy Ltd**  
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Kent  
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# Reading Fairy Classes - Terms and Conditions

## 1. Bookings

Reading Fairy classes can be made through our online booking system at **ReadingFairy.com** or in exceptional circumstances over the phone by calling 01227 779100.

Sessions run subject to numbers and maximum numbers are in place for safety reasons and to ensure a quality experience.

Reading Fairy classes and parties are very popular. Please book early to avoid disappointment. If a class is full, please mail us at hello@readingfairy.com for your name to be added to our waiting list. We will then contact you if a place becomes available or we run additional classes in your area.

## 2. Payment

All charges must be paid a half term in full before we can accept your child onto any Reading Fairy class. For your convenience, we are one of the few pre-school activity class companies to accept payment online and over the phone. We are unable to accept cash payments.

Please note, we will alert existing customers in advance of new classes being advertised online, with the aim of giving them priority booking. However, if payment is not made by the date given existing customers run the risk of losing their child's place on the course.

## 3. Cancellations by you

If you wish to cancel a booking before the start of term, you must notify us in writing by emailing hello@readingfairy.com or by writing to Cancellations, Reading Fairy Ltd, 66 Island Wall, Whitstable, Kent, CT5 1EL.

### ***Cancellations will incur the following charges:***

More than 30 days notice:	90% of fee refunded
29 to 14 days notice:	60% of fee refunded
Less than 14 days notice:	30% of fee refunded

No refunds thereafter (\* Excludes Clause 5: 'Refund promise for new customers' below.)

#### **4. Refund promise for new customers**

We are so confident that you and your child will love the magic of Reading Fairy classes that if after attending your first session you are not 100% satisfied with the experience, we will give you a **full refund less a £5 administration charge** for that half term with no questions asked.

This offer is only available for your first ever Reading Fairy class and must be claimed within 5 days of the first class taking place. Future bookings will operate using the standard cancellation terms (see 'Cancellations' above).

#### **5. Loyalty promise for all customers**

As soon as you sign up to a Reading Fairy class you become part of the **Reading Fairy Membership Club**. This automatically entitles you to Reading Fairy's newsletter offering you the latest reading news and advice. You also receive benefits from Reading Fairy's selected partners – although we promise never to share your personal details with a third party (unless prior consent is given).

As an existing customer, you can also benefit from our **Refer a Friend loyalty scheme**. If you refer a friend to us for the first time and he or she pays for a full half term, you get one class absolutely free for you and your little one the following term. Please note, this offer excludes referrals who cancel their booking before term starts or utilise Clause 5: the "Refund promise for new customers" within the first week of term starting.

#### **6. Cancellations by Reading Fairy**

Reading Fairy may cancel this agreement at any time before the commencement of any term for any reason whatsoever. In the event of such cancellation Reading Fairy will refund any fees paid in respect of that term's sessions.

Reading Fairy may cancel individual sessions during any term in the event of being reasonably unable to provide such sessions but they will use reasonable efforts in that case to contact the parent(s) and/or carer(s) of any child whose session is to be cancelled. In the event of such cancellation Reading Fairy will refund the fees attributable to such individual sessions.

Reading Fairy is not responsible for refunding individual classes for matters outside its control such as, but not limited to, adverse weather, emergency venue closure, acts of terrorism and so forth.

Reading Fairy will not be liable for any loss, damage, liability, claim or expenses arising from cancellation.

## **7. Responsibility for your child**

The parents and/or carers remain at all times solely responsible for the welfare, safety, care and conduct of the child. Your child must not be left unattended at any time.

## **8. Illness**

Should you, your child or child's carer develop any known or suspected medical conditions, please consult your doctor before bringing them to a Reading Fairy class. Please be respectful of other children, families and Reading Fairy staff and never bring your child to a class if they are ill. For infectious childhood diseases, such as chicken pox, please consult your doctor before returning to class. In the instance of sickness and diarrhoea, in accordance with health guidelines, your child must have been clear of all symptoms for at least 48 hours before attending a Reading Fairy class. We accept no responsibility for children contracting contagious diseases or infections.

## **9. Conduct**

We encourage a friendly and courteous environment in our Reading Fairy classes for children, their parent (s) or guardian (s) and Reading Fairy staff at all times. Reading Fairy may at its own discretion refuse entry to a parent or child's carer to its courses if it is felt that the parent or carer's behaviour is unreasonable. The Reading Fairy staff's decision is final.

## **10. Our responsibilities to you and your child**

Even though parents and carers must be present in all our Reading Fairy classes and are solely responsible for the safety and welfare of their child, we take child protection and safety very seriously. We promise to ensure that anyone working for Reading Fairy has gone through child protection checks via Disclosure Scotland <http://www.disclosurescotland.co.uk/>

## **11. Exclusion of liability**

Save in respect of any warranties, terms or conditions which are provided by statute to be non-excludable (as to death or personal injury caused by negligence) Reading Fairy shall be in no way liable to the child or the parent, guardian or any other individual(s) booking or attending a Reading Fairy Class for any injury, loss, damage, liability, claim or expenses of any nature whatsoever.

## **12. Personal and valuable belongings**

All property left in or around the venue of a Reading Fairy Class including being left in corridors or outside the class venue is left at your own risk. Reading Fairy cannot accept any responsibility for the loss or damage of any personal possessions.

### **13. Our Reading Fairy Class Instructors**

In the unlikely event that the Reading Fairy Class Instructor is ill or unable to attend a class due to an emergency or other exceptional circumstance, Reading Fairy reserves the right to change the instructor from the agreed and/or advertised person at any time. We will endeavour to inform you of any change of instructor as quickly as possible.

### **14. Reading Fairy Class Enrolment Form**

The Reading Fairy Enrolment Form must be filled in before the start of your child's first lesson. It will be sent to the given email address, or postal address by request, once the booking has been made. The purpose of the Reading Fairy Class Enrolment Form is primarily for managing contact details and reasons of health and safety (e.g. do you or your child have any medical conditions or special needs we should be made aware of). However, it also asks for information that will help us to ensure we support your child with his or her learning and enjoyment – as well as celebrate key events e.g. singing Happy Birthday on your child's special day.

All information gathered via this form is for the sole purpose of the management of programs only, and will not be available to anyone for any other use. Parents or legal guardians may request to view the information provided at any time. Should contact details change, it is your responsibility to please advise the office immediately, preferably by email to [hello@readingfairy.com](mailto:hello@readingfairy.com).

### **15. Intellectual Property, Copyright and Moral Rights**

All Reading Fairy images, video, logos, text and illustrations are the copyright of Reading Fairy. Any scanning or reproduction of any of the above without our written agreement will be regarded as being in breach of our copyright and dealt with accordingly.

All Reading Fairy class content, activity sheets and other spoken and written materials remain the Intellectual Property and copyright of Reading Fairy and/or its selected named partners. These may not be photocopied, scanned, photographed, reproduced or shared in any format.

Reading Fairy asserts its copyright and moral rights and those of any authors, illustrators or other creative practitioners whose content is used with prior permission in all Reading Fairy Classes.

### **16. Photography and Video Recording**

At Reading Fairy we encourage you to take photographs or videos of your child's learning, development and enjoyment. These are treasured moments. We are also happy for you to post comments and images on social media sites. However, we would ask that everyone is sensitive and thoughtful to the feelings of others, including those of the Reading Fairy class venue, and always

stop photographing or filming should they be asked to do so by another parent or guardian. Issues of filming at a particular venue will have already been raised separately.

In all instances the decision of the Reading Fairy staff is final.

From time to time, for training, marketing or journalistic purposes, we or a commissioned third party may photograph or film a Reading Fairy class. A photography/filming consent form for you, your child's carer and your child will be sent to parents/carers as part of the Reading Fairy Enrolment Form. Prior notice will still be given before photographing or filming takes place in a class.

### **17. Acceptance of Reading Fairy Classes Terms and Conditions**

These Terms and Conditions represent the entire agreement and understanding between the parents, carers and Reading Fairy. Any other understandings, agreements, warranties, conditions, terms or representations, whether verbal or written, expressed or implied are excluded to the fullest extent, permitted by law.

The acceptance of these Reading Fairy Classes Terms and Conditions by the parent, guardian or other nominated individual booking a Reading Fairy class shall be deemed to be given upon any payment at the time of booking.

### **18. Changes to Reading Fairy Classes Terms and Conditions**

Reading Fairy reserve the right to change, amend and update our Terms and Conditions at any time. Reading Fairy will inform you of any changes via email and by announcement in class. You are free not to accept these changes but you must notify us in writing of your non acceptance within 14 days of your receipt, after which time we will exercise our right to treat our agreement with you as being subject to the changed, amended and/or updated version.