



Terms and Conditions

Introduction

These Terms and Conditions apply to all bookings and attendance at Play, Learn, Grow! Cannock sessions. By booking or attending a session, parents and caregivers agree to these Terms and Conditions and all associated policies.

Play, Learn, Grow! Cannock provides parent and caregiver accompanied sensory sessions for babies and young children. All children must be accompanied by a responsible adult at all times.

Parent / Carer Supervision

All sessions are parent and caregiver supervised. Parents and caregivers:

- Remain responsible for their child at all times
- Must stay in the session room
- Must supervise their child throughout
- Must support safe use of equipment
- Must follow safety guidance
- Must manage their child's personal care and hygiene needs during sessions
- Children must not be left unattended at any time.

Health and Safety

Play, Learn, Grow! Cannock takes reasonable steps to provide a safe environment.

However:

- Children participate at their own risk
- Parents remain responsible for their child's safety
- Equipment must be used appropriately
- Guidance from the session leader should be followed
- Unsafe behaviour may be addressed

Play, Learn, Grow! Cannock reserves the right to make adjustments to sessions where necessary for safety.

Illness

To protect all attendees, families must not attend sessions if their child or accompanying adult is unwell, particularly with:

- Fever
- Vomiting
- Diarrhoea
- Contagious illness
- Unexplained rash
- Any illness that may be infectious

If a child becomes unwell during a session, parents may be asked to leave to protect others.



Toilet Training and Accidents

Play, Learn, Grow! Cannock welcomes children at different stages of development, including those who are beginning their toilet training journey.

To help maintain a clean, hygienic and safe environment for all families attending, children who are not yet fully confident and secure with toilet training are kindly asked to wear a pull-up during sessions.

This helps reduce the risk of accidents involving bodily fluids and ensures the space remains hygienic for babies, toddlers and families attending.

Parents and caregivers remain responsible for supporting their child's toileting needs during sessions. If a toileting accident occurs:

- Parents/carers must inform the session leader as soon as possible
- The affected area will be cleaned and sanitised appropriately
- Any affected toys or equipment will be removed from use and cleaned before being returned
- Parents/carers may be asked to assist with their child's care where appropriate

Any toys or resources that become soiled during a session should be placed in the designated basket provided so they can be removed from use and thoroughly cleaned before the next session.

This policy helps us maintain a hygienic environment for all babies, toddlers and families attending Play, Learn, Grow! Cannock.

Accidents and Incidents

While every effort is made to minimise risk, accidents may occur.

- Parents remain responsible for their child
- Basic first aid may be provided
- Parents decide on further medical care
- Accidents may be recorded where appropriate

Attendance confirms acceptance of this.

Equipment Use

All equipment is designed to support babies and young children attending Play, Learn, Grow! Cannock sessions. Parents and caregivers must:

- Supervise their child using equipment
- Use equipment appropriately
- Inform the session leader of damaged items
- Prevent unsafe climbing or behaviour

Play, Learn, Grow! Cannock reserves the right to remove equipment if safety concerns arise.



Photography

Parents and caregivers must not photograph or record other babies, children or families without permission. This supports privacy and safeguarding.

Play, Learn, Grow! Cannock may occasionally take photographs for promotional use. Permission will always be requested beforehand, and photographs used on social media shall remain faceless and unidentifiable.

Any 'stories' shared via tagging will remain visible to the public for 24 hours – these may include faces if featured in the original post.

Bookings

Bookings are required in advance unless otherwise stated. Spaces are limited and allocated on a first-come, first-served basis. A booking is confirmed once payment has been received.

Play, Learn, Grow! Cannock reserves the right to amend session content where necessary.

Refund Policy

Refunds are not normally offered for missed sessions.

Refunds will only be considered in extenuating circumstances. The decision to offer a refund is at the sole discretion of Play, Learn, Grow! Cannock.

If you are unable to attend a session, please make contact as soon as possible and a class swap shall be accommodated in the first instance.

Class Swaps

Where availability allows, class swaps may be offered.

- Requests must be made in advance
- Swaps are subject to availability
- Swaps cannot be guaranteed
- Only one swap per booking may be offered where possible
- Parents and caregivers must contact Play, Learn, Grow! Cannock before the session to request a swap.

Cancellations by Play, Learn, Grow! Cannock

If a session is cancelled by Play, Learn, Grow! Cannock, one of the following will be offered:

- A transfer to another session
- A class credit
- A refund where appropriate

This will be communicated as soon as possible.

Behaviour

- Play, Learn, Grow! Cannock aims to provide a welcoming and supportive environment. Parents and caregivers are expected to:
- Treat others with respect, in accordance with our inclusion and equality policy
- Follow guidance
- Support a safe environment



- Be mindful of other families

Play, Learn, Grow! Cannock reserves the right to refuse entry or remove attendees where behaviour impacts safety or the experience of others.

Personal Belongings

Personal belongings remain the responsibility of the parent or caregiver. Play, Learn, Grow! Cannock accepts no responsibility for loss, damage or theft of personal items.

Emergency Situations

In the event of an emergency:

- Parents remain responsible for their child
- Families must follow instructions
- Evacuation may be required
- Sessions may be paused or cancelled

Safety will always be prioritised.

Medical Information

Parents and caregivers should inform Play, Learn, Grow! Cannock of:

- Allergies
- Medical conditions
- Additional needs
- Relevant information affecting participation

This helps ensure sessions remain safe for all attendees, who shall be catered for to the best of our ability for sessions.

Changes to Sessions

Play, Learn, Grow! Cannock reserves the right to:

- Change session content
- Substitute equipment
- Adjust layout
- Change venue where necessary
- Amend times if required

All reasonable notice will be given where possible.

Liability

Play, Learn, Grow! Cannock accepts no liability for:

- Injuries sustained during supervised play
- Loss or damage to personal belongings
- Accidents resulting from misuse of equipment
- Failure to follow guidance

Nothing in these Terms and Conditions excludes liability where it cannot legally be excluded.

**Agreement**

By booking or attending a session with Play, Learn, Grow! Cannock, parents and caregivers confirm that they have read, understood and agree to these Terms and Conditions and associated policies.

Date of Policy: July 2026

Date of Policy Renewal: July 2027

Signed: Rebecca Marfell

31st July 2026