

## **Good Enough Mama - Birthing & Baby Terms & Conditions**

### **Booking and renewal**

Once you have booked and paid for your class, Good Enough Mama is under no obligation to provide refunds except in exceptional circumstances (see below).

After completing a full term of classes you may be able to join the next term on a drop-in basis, but this will be subject to space available in class

### **Changing times and venues**

If Good Enough Mama needs to amend your class time or the venue at which your class is held, your class teacher will endeavour to provide you with a minimum of 7 days notice. Where the start time is altered by less than 30 minutes and / or the venue is located within a 1 mile radius of the original planned venue, no refunds will be offered.

### **Taking payment**

Payment is required in advance of your first class or workshop. Payments can be made via credit / debit card or PayPal.

### **Refunds and cancellations**

Good Enough Mama is under no obligation to refund or transfer your money in the event that you are unable to attend part of all the entire course.

Good Enough Mama is not obliged to guarantee an alternative class or workshop for missed sessions (unless this is due to them cancelling the session).

In the event of a class or workshop being cancelled for any reason by Good Enough Mama, the customer will be entitled to a refund on request.

In the unfortunate event you should suffer a miscarriage, you will be entitled to a full refund.

If your pregnancy healthcare provider requests you cease attending classes or workshops due to medical reasons, you will be issued a refund for those sessions you are unable to attend on receipt of a doctors or midwives note.

### **Video and photography**

Good Enough Mama has a no photography policy in class unless participants' express permission is granted via separate written consent.

Good Enough Mama forbids the right to film, reproduce or share any part of our classes or workshops in any form and anyone suspected of filming, observing or photographing the sessions for this purpose will be asked to leave.

### **Copyright**

All Good Enough Mama logos and materials are copyright of Good Enough Mama with the exception of The Little Birth Company material which is clearly labelled with separate copyright information.

Neither Good Enough Mama nor The Little Birth Company material may be reproduced without the owners' consent.

### **Valuables and jewellery**

All property taken to class is left at your own risk. Good Enough Mama does not accept any responsibility for the loss or damage of any personal possessions before, during or after class.

### **Withdrawal of service**

A Good Enough Mama class teacher may at their own discretion refuse entry to a client onto their class or workshop.

### **Health and safety**

Please be respectful of other people in your class or workshop by ensuring that any personal belongings are neatly stored at the side of the room so they are not a trip hazard and please make sure your mobile phone is on silent.

Please ensure your contact number and emergency contact number are kept up-to-date in Good Enough Mama records.

Please observe any additional Covid safety measures advised by your class teacher ahead of the first class or workshop you are attending.

### **Cancelled sessions - illness or bad weather**

Your Good Enough Mama teacher will endeavour to ensure your scheduled class or workshop always runs. However from time to time unforeseen circumstances will prevent this.

They will attempt to make contact with you if class is cancelled, either by phone text or email. Please ensure you always check your phone prior to leaving for class.

If your class teacher has deemed the weather fit to travel and has still run the class or workshop, but you personally have decided not to attend, then no refund will be given if the class or workshop was run.

### **Exclusion of liability**

In the absence of any proven negligence, lack of due diligence, or breach of duty by the class teacher or Good Enough Mama, the participation of you, your partner, your baby or your child, or those in whose care you have placed your baby / child for the purpose of attending class, is done so entirely at your and their own risk.

### **Medical conditions**

It is vital that you inform your class teacher of any medical conditions that you or your baby may have which might affect your time in class. All information is treated sensitively and in confidence.

Such conditions may be (for mother) pre-existing medical conditions or conditions which arise during pregnancy which include, but are not limited to: high blood pressure, low blood pressure, bleeding, spotting, history of miscarriage, placenta previa, back or hip issues.

Such conditions maybe (for baby) pre-existing medical conditions which include, but I'm not limited to: hip dysplasia, hearing and eyesight issues, Downs syndrome, spina bifida, reflux, colic, torticollis.

It is your responsibility to keep them up-to-date with any conditions you may have and advise them of any new conditions or complications.

If you or your baby is unwell or if you are unsure whether to attend class or not, you must inform your teacher before you come to class so that they can assess any risks to the other mums and babies in class and advise if you should attend or not. You may be asked to consult a GP before coming to class.

Never bring your baby to class with an infectious disease such as conjunctivitis or chickenpox. In the instance of sickness and diarrhoea you and your baby must be clear of all symptoms for at least 48 hours.

Please see separate Covid safety guidelines which will be updated and issued before your first class or workshop.

### **Nappies and changing your baby**

Always change your baby on the floor using a suitable changing mat. Do not use raised surfaces (unless it is a purpose fitted baby changing table). Please take all nappies away with you unless a clearly marked bin has been provided.

### **Recommended starting age**

For pregnancy, while some research shows exercise and movement can be beneficial in helping to prevent miscarriage, we suggest you wait until week 14 of your pregnancy before starting classes. If you choose to begin sessions sooner, this is a decision taken at your own risk,

We recommend you wait until six weeks postnatal before commencing any baby classes.

### **Reporting complaints**

Any queries concerns or complaints should be directed to Ali Pember, Founder and Owner of Good Enough Mama. She can be contacted via email ([info@goodenoughmama.co.uk](mailto:info@goodenoughmama.co.uk)) or phone (07989 975460).