

We aim to keep our terms simple and clear. If you have any questions, just let us know.

Bristol@gymboreeclasses.co.uk

- Length of Agreement:** Our minimum period of membership is 2 full calendar months from your class start date. This is subject to a statutory 14 day cooling off period from the date of your trial in which you can change your mind and cancel your membership, pro rata payment will be due for any classes attended after the free trial.
- Payments:** Payments are taken via direct debit (**whether you attend or not**). Your monthly payment will be charged each month in advance. Payments will continue to be taken until Gymboree Play and Music Bristol receives one month's notice of cancellation.
- Cancellations:** After your minimum membership period, you can cancel your membership at any time with ONE month's notice, by letting us know **in writing** (email). On receipt of your written or emailed cancellation we will reply with details of the cancellation including your last class date and payment amount. **Please retain your email receipt of cancellation to prove that your membership has been cancelled.**
- Withdrawal of service:** Where we are unable to provide your regular class, for example power and water shortage, you will be able to bank that class to use at a time that is convenient to you or we can refund the class at the standalone value of £6.
- Holidays & Illness:** We do not give credits for when you are on holiday or miss a class and we ask that you do not bring sick children to class. However, you can do make up classes for your missed classes. Make up classes must be pre-booked, taken within **3 months** of the missed class and cannot be taken once membership has ended.
- Teacher absence / shortage:** We reserve the right to change the format or genre of your class, as appropriate for your child's age, without reimbursement, in the event of teacher absence or shortage. Should we cancel your class clause 4 will apply.
- Freezing Membership:** If you wish to take a break from Gymboree please give us ONE month's notice **in writing** of your end date, along with **your recommencement date**, and we can suspend your payments. **We are unable to guarantee you a spot in your chosen class if you cannot confirm your recommencement date.** We will advise you of the suspension process should you wish to go ahead with putting your membership on hold.
- Change to membership rules:** We reserve the right to change our membership and payment rules and our most recent rules will be displayed on the notice board in reception.
- Price increase:** Gymboree Play and Music Bristol reserve the right to review membership prices and may increase fees to account for increases in costs. We will notify members at least one month in advance of any increase.
- Opening hours:** Gymboree Play and Music Bristol is open all year round (see timetable for classes), however we do shut for Bank holidays and reserve the right to close for up to 10 teaching days during the year (for cleaning, staff training etc). Classes on bank holidays can be rebooked to another date in accordance with clause 5. We will not pro rate or provide banked classes during other planned closures for up to 10 teaching days a year, but we will give at least 1 month's notice in advance of any such closures.
- Covid guidelines:** In joining Gymboree Play and Music Bristol, you are agreeing to follow all Covid-19 guidelines put in place by the company <https://www.gymboreeclasses.co.uk/franchisees/bristol/#covid-19>. You agree and acknowledge that the risk of transmission cannot be completely eliminated and you will not hold Gymboree Play and Music Bristol responsible for any detriment or loss in the unlikely event of infection.
- Closure due to covid-19:** If we are required to close due to a national or local lockdown the following months payment will be reduced to our Gymbo@Home, online membership. This does not effect your right to cancel membership or give notice to freeze membership in accordance with clause 7.

By providing your details you are consenting to our Privacy Policy which can be viewed at our website www.gymboreeclasses.co.uk