

## UPDATED POLICIES

*Our classes will continue to focus on fun with social, cognitive, and physical development goals at their heart. We do however require your help to make this 'new normal' work. Rules set by government, instructions we received from our council's Environmental Health Department and steps we have undertaken have resulted in an inevitable change in procedures at our site. We have tried to summarise them here. Feel free to ask us any questions and provide your recommendations.*

### Make up classes

- Due to the need to operate each class as a '**bubble**' we have been advised that make up classes cannot be booked as one off sessions. Therefore, every class that you cancel will be added to your account as a 'second class credit'. Once you have **four, or more** make up class credits we will be able to book you into a second class as a regular member to use these sessions up.

### Open Gym

- Open Gym sessions represent a Free Flow Play opportunity which would now pose an increased risk due to the presence of a mix of different children. The government and the council have currently forbidden this type of activity. This means that we will not be able to run Open Gym sessions until the official guidelines permit us to do so.

### Arrival and departure

- We ask you to arrive **5 - 10 minutes before** your class start time and to wait in a socially distanced manner until we invite you to enter. This ensures that there is enough time to register you into the class, check your temperature, and for you to wash and sanitise your hands before you enter your session.
- Once in the building you will follow the **one way system** that is in place to reach the Playfloor or upstairs room. The art/music room has been converted to help as an additional buggy parking space.
- Once your Play & Learn class has finished we ask that you leave the Playfloor from the reception side and **exit the site promptly**. This ensures that we keep the flow of people going between classes with no overlap, and also means that we can immediately start the cleaning between sessions.

### Classes

- Our timetable has been adapted for **smaller class sizes**. We ask that only one adult attends at a time per little one.
- For now we are not going to be offering Open Gym, Art or Drop Off classes. We hope to be able to reintroduce them to the timetable soon!
- We ask that you stick to the **same class time each week** so they can operate as 'bubbles' with the only exception being if your little one reaches an age that they need to move to a higher level class.

- All adults (including staff) must **wear a face covering** on site and in classes. All adults must wear **clean socks**.
- **No external items** to be brought into class. Please leave them in the buggy. Valuable items to be kept on your person if necessary.
- **No mobile phone use** in class to ensure you can commit to social distancing.
- There will be less singing in classes (alongside Government guidance) and quiet recorded music will be used to ensure no raised voices.
- You will not be able to share toys between households. You will be **allocated individual boxes** on arrival.

### General notes

- If you, your little one, or anyone else in your household display symptoms of Covid-19 then you will be asked to follow the **government guidance for self isolation**. This also applies if there has been any travel to areas which require quarantine. We ask that you **cancel your classes** and you can then rebook them in accordance with our updated make up class policy.
- There will be no highchairs available for meals or snacks before or after class . If you do wish to have a space to breast feed somewhere other than in the main class area then do ask at the front desk and we will be more than happy to check you into our lounge area where we will provide you with a comfortable chair. Unfortunately we have been asked not to use any couches.
- We ask that you **email or call us** for any queries you may have or any bookings/payments that need to be made.
- If you wish to buy anything from our retail wall then do feel free to do so! We ask that you don't touch any of the items unless you are going to buy them. We will be operating a **cash free site** so do be prepared to purchase items via card or contactless payment.
- We have adapted our way of working to exclude – Gympo stamps, Gympo kisses, blowing bubbles by mouth and some toys and props.

# TIMETABLE

## DOWNSTAIRS - LEVELS 2-6

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
09:30	<b>LEVEL 5</b> 22-28 MONTHS <i>USING WORDS &amp; SYMBOLS TO EXPRESS IDEAS</i>	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>LEVEL 5</b> 22-28 MONTHS <i>USING WORDS &amp; SYMBOLS TO EXPRESS IDEAS</i>	<b>LEVEL 6</b> 28 MONTHS-5 YEARS <i>ADVANCED IMAGINATIVE PLAY &amp; THEME EXPLORATION</i>
10:45	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 5</b> 22-28 MONTHS <i>USING WORDS &amp; SYMBOLS TO EXPRESS IDEAS</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 5</b> 22-28 MONTHS <i>USING WORDS &amp; SYMBOLS TO EXPRESS IDEAS</i>
12:00	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 5</b> 22-28 MONTHS <i>USING WORDS &amp; SYMBOLS TO EXPRESS IDEAS</i>	<b>LEVEL 6</b> 28 MONTHS-5 YEARS <i>ADVANCED IMAGINATIVE PLAY &amp; THEME EXPLORATION</i>	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>
13:15	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>FAMILYPLAY &amp; LEARN</b> 6 MONTHS-5 YEARS <i>SIBLINGS CAN EXPLORE TOGETHER</i>	<b>FAMILYPLAY &amp; LEARN</b> 6 MONTHS-5 YEARS <i>SIBLINGS CAN EXPLORE TOGETHER</i>	<b>LEVEL 6</b> 28 MONTHS-5 YEARS <i>ADVANCED IMAGINATIVE PLAY &amp; THEME EXPLORATION</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>LEVEL 2/3</b> 6-16 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION; BACK &amp; FORTH COMMUNICATION</i>
14:30	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>	
15:45	<b>LEVEL 4</b> 16-22 MONTHS <i>FIGURING OUT HOW THE WORLD WORKS</i>	<b>LEVEL 6</b> 28 MONTHS-5 YEARS <i>ADVANCED IMAGINATIVE PLAY &amp; THEME EXPLORATION</i>	<b>LEVEL 2</b> 6-10 MONTHS <i>ACTING WITH PURPOSE &amp; INTENTION</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	<b>LEVEL 3</b> 10-16 MONTHS <i>BECOMING SKILLED IN BACK &amp; FORTH COMMUNICATION</i>	

## TIMETABLE

UPSTAIRS - SENSORY BABY PLAY AND MUSIC

SECOND ROOM - ART

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
09:45	<b>SENSORY BABY PLAY</b> 0-6 MONTHS	<b>FAMILY MUSIC</b> 6 MONTHS-5 YEARS	<b>FAMILY MUSIC</b> 6 MONTHS-5 YEARS	<b>FAMILY ART</b> 17 MONTHS-5 YEARS	<b>SENSORY BABY PLAY</b> 0-6 MONTHS	
11:00	<b>FAMILY MUSIC</b> 6 MONTHS-5 YEARS	<b>SENSORY BABY PLAY</b> 0-6 MONTHS	<b>SENSORY BABY PLAY</b> 0-6 MONTHS	<b>FAMILY ART</b> 17 MONTHS-5 YEARS	<b>FAMILY MUSIC</b> 6 MONTHS-5 YEARS	
12:15	<b>SENSORY BABY PLAY</b> 0-6 MONTHS				<b>FAMILY MUSIC</b> 6 MONTHS-5 YEARS	
13:30		<b>SENSORY BABY PLAY</b> 0-6 MONTHS				
14:45		<b>SENSORY BABY PLAY</b> 0-6 MONTHS				

## PAYMENT RULES AND POLICIES

1. **One off joining fee:** The joining fee for Gymboree Play & Music Hackney & Islington is **per child** and is valid worldwide. Children remain members until their 6<sup>th</sup> birthday and pay only once.
2. **Fee payments:** The joining fee and first payment (pro rata) will be due on the day of registration and will be charged to your card on the same day or in the following two weeks. Thereafter, your monthly fee will become due on the last day of each month and is payable via direct debit. At the time of signing up we will ask you to fill out a direct debit authorisation form either in person or via a secure link. **Your commitment to these payments is for at least three months.** Payments will generally be taken within the two weeks following the payment due date.
3. **Cancel membership:** You can cancel your membership any time after your initial three month period with **one month's notice.** This needs to be in writing (email is fine!) On receipt of your written cancellation we will issue with a confirmation email.
4. **Holidays and illness:** We do not automatically give credits if you miss your class and ask that you do not attend if you, or your little one, are poorly. You can **cancel your class** in advance via email or phone and this will then be added to your account as a 'class credit'. This can be booked in accordance with our updated make up class policy (please see above)
5. **Closure:** If classes do not run due to the site remaining closed over Christmas, Easter or on a Bank Holiday, you will be due a make up class credit. If you would rather freeze your membership during these times then do communicate to us in writing with **one month's notice.**
6. **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 5 will apply.
7. **Freezing membership:** If you wish to take a break we ask that you give us **one month's notice** in writing via email. This needs to include your **end date along with your recommencement date.** We will reduce your monthly payments accordingly. You get 8 weeks of freeze period per year in addition to any freezes made over Christmas or Easter (see clause 5)
8. **Withdrawal of service:** In months where we are unable to provide our onsite or online class service for any reason, we will reduce the monthly payment by the equivalent weekly fee.
9. **Bank authorisation failure:** In the event that your bank will not authorise a transaction for any reason we may charge a **£5 administration fee.** To avoid this, please ensure we always have your **up to date payment details.**
10. **Open gym:** When open gym sessions are on our timetable they are included for all **active members.** If an active member wishes to bring along a sibling who is not a member/no longer an active member, they can do so for £5.
11. **We reserve the right to change our membership and payment rules.**
12. By providing your details you are consenting to our Privacy Policy which can be viewed at our website [www.gymboreeclases.co.uk](http://www.gymboreeclases.co.uk)
13. **By giving us your card and bank details you are agreeing to the terms and conditions set out above.**

## PRICING

### Joining fee

- Regular joining fee **£30**
- Reduced fee if signing up at free trial session **£15**
- Joining fee for siblings **£15**

### Class prices

*Monthly payment for one class per week incl. unlimited open gym when offered on the timetable*

- Play and Learn (45 mins) **£55**
- Art (45 mins) **£65**
- Music (45 mins) **£50**
- Sensory Baby Play (45 mins) **£46**
- Drop off - Theatre Arts/School Skills (75 mins) **£85**

### Parties (from 1.5 hours)

- From £225 for members
- Ask us about 'parties on the go'

### Discounts and promotions

- **30% discount for siblings/a second class** – applies to the class with the lower price. Newborns can be brought along for free to a class attended by an older sibling only if they are kept in a sling or a pram.
- **Bring a friend** – An existing member who brings along a friend who signs up will obtain a £25 discount for themselves and the same amount for the friend. The amounts are to be deducted from the next payment due. *Cannot be used in conjunction with other discounts or promotions upon sign up.*