



# Whippersnappers

## Booking Terms and Conditions

- Only advanced bookings available – book through Happity - <https://www.happity.co.uk/whippersnappers-productions/south-east-london>
- Unfortunately we are unable to guarantee refund your blocked booked classes once you have joined a bubble/ class. However if you are needing to self-isolate or circumstances change, you can offer your space to a friend. Should Whippersnappers be in a position to offer your place to a family on the waiting list, we will offer a refund (minus £5 admin charge).
- Block Bookings only.
- All queries to be forwarded to [adavey@whippersnappers.org](mailto:adavey@whippersnappers.org)
- One adult only may attend with each child unless a special arrangement has been made.
- In case of a local or national lockdown due to COVID-19, our face to face classes will transfer to online zoom sessions.
- **Whippersnappers when legally required will share customer contact information with NHS T&T.**

## On-Site Protocol

- Gather outside the Building prior to the start of your class and follow arrival instructions given by Whippersnapper staff.
- Arrive 10 minutes before the class start time.
- Before entering the building, wash/ sanitize hands.
- Customer's temperatures will be taken before entering the building – maximum temp – 37 degrees
- NHS Track and Trace QR Codes are visible throughout the venue, ensure prior to every entry you scan the code or signed in with the Whippersnapper Receptionist.
- If you or your child are feeling unwell you are asked not to attend.
- Families to stay in their allocated area throughout the session – either on your beanbag or matted area
- Customers will be required to clean and wipe down the toilet after use with cleaning products that will be supplied by our receptionist.
- Toilets will also be cleaned by Whippersnappers between each music session.
- All areas and equipment will be wiped down and cleaned after each session
- Props and costumes will not be shared amongst children
- Masks are to be worn by all adults when attending, in line with government guidelines.
- Visors to be worn by all session leaders with the exception of outdoor sessions in cases where 2 metre social distancing can take place.
- Parents/carers are responsible for their children at all times.
- At the end of your class please be mindful that there may be another class arriving in 30 minutes so toileting should be done preferably during arrival or straight away at the end of the class.



- Please also be aware that the tutor will need to do cleaning in between the sessions so please leave your drum and shaker by your mat or bean bag and vacate the space with enough time to allow the tutor to clean before the next class arrives.

**Thank you all again**