

Terms and Conditions

Classes – In-person and Early Years Settings

- Booking operates on a first come first served basis.
- Fees to be paid at time of booking. We currently accept payment by Bank transfer or PayPal. All fees to be paid at the time of booking via the online payments system.
- Fees are non-refundable* except in certain extenuating circumstances at the discretion of The Signing Company. (However, if you/we are able to fill your space then we may refund the remaining fee minus a £10 admin fee.)
- Discounts for Siblings booking on the same class may be offered at the discretion of the Presenter. For details of discounts offered, please ask the Presenter.
- New-born siblings. When attending classes with younger siblings, adults are welcome to bring new-born siblings free of charge until they reach 5 months. They will then be charged the sibling rate from the term or half-term after they turn 5 months old (whichever term or half-term is soonest.)
- If you miss a class it cannot be refunded* or carried over to the next block of classes.
- If the Presenter cancels classes due to extreme weather, ill health, or circumstances beyond their control, then no refund can be provided. Every effort will be made to provide alternative cover or offer extra classes if feasible.
- Presenters reserve the right to cancel a course should minimum places not be filled. Full refunds will be given.
- Classes are non-transferrable to other teachers in different areas.
- Blocks of classes must be paid for IN FULL even if you are not going to be able to attend all the classes e.g. due to holiday
- Information provided at classes/presentations/workshops must not to be copied or reproduced without prior permission from The Signing Company.
- Parents must supervise their babies/children at all times.
- Parents are responsible for their babies'/children's welfare whilst attending the classes. Please be aware of the Presenter's workspace to ensure the safety of your child.
- No responsibility can be taken for loss or damage to property or person in or outside the venue.
- The Signing Company Presenters are covered by professional indemnity/public liability insurance up to £5 million. This does not cover personal belongings for staff or group members (copies of certificate available on request).
- Should you have a complaint please initially speak to your Presenter or Teacher. If this cannot be resolved, please contact The Signing Company via the website.

Workshops/Presentations

- Bookings are confirmed upon receipt of payment by bank transfer or debit card.
- To ensure the booking, payment must be made 14 working days from the date of the invoice, or if the booking is within 14 working days of the start date of the workshop/presentation, then payment must be made immediately.
- Bookings may be cancelled with a refund, up to 21 working days prior to the start date of the workshop/presentation. A 10% admin fee will be applied. If the booking is cancelled within 14-20 working days before the start date of the workshop/presentation, then 50% of the fee will be refunded. After 13 working days fees will not be refunded.*
- Workshops/Presentations missed by delegates cannot be refunded*.
- Workshops/Presentations are not transferable to other workshops or venues.
- If the Presenter cancels a workshop or presentation due to unforeseen circumstances, a new date will be offered. If this is not achievable or acceptable then a full refund for that workshop/presentation will be given.
- The Signing Company reserves the right to cancel its own in-house workshops/presentations where the minimum number of places are not filled. Full refunds will be given.
- Information provided at classes/presentations/workshops must not be copied or reproduced without prior permission from The Signing Company.
- No responsibility can be taken for loss or damage to property or person in or outside the venue when attending our workshops/presentations.
- The Signing Company Presenters are covered by professional indemnity/public liability insurance up to £5 million. This does not cover personal belongings for staff or group members (copies of certificate available on request).
- Should you have a complaint please initially speak to your Provider. If this cannot be resolved, please contact The Signing Company via the website.

Birthday Parties

- Bookings are confirmed upon receipt of a deposit of £30.00. We currently accept payment via bank transfer, or Paypal.
- The remainder of the balance must be paid on the day of the party via the online payments system.
- If the booking is cancelled two weeks prior to the date of the party, the deposit will be refunded.
- If the booking is cancelled within two weeks of the date of the party, the deposit will not be refunded.

- The party host must provide The Signing Company Presenter with access to an electric socket, a table for props, and a sit-down area for the children (adequate in size for the number of children.)
- If The Signing Company cancels the party due to unforeseen circumstances, the deposit will be refunded.
- The Signing Company Presenters are covered by professional indemnity/public liability insurance up to £5 million. This does not cover personal belongings for the party hosts or the members of the party. (Copies of certificate available on request).
- Should you have a complaint please initially speak to your Provider. If this cannot be resolved, please contact The Signing Company via the website.

*** Refunds and COVID-19.**

Refunds will **not** be given if either you or the Signing Company Teacher/Presenter fall ill or must isolate due to COVID-19. An alternative will be provided such as pre-recorded online videos.

In the event of a forced cancellation, due to a local or national lock-down, refunds will not be given. An alternative will be provided such as an pre-recorded online video.