



## EVENTS OUTSIDE OF TEMPO TOTS'S CONTROL

If all or any part of any Tempo Tots experiences at a venue has to be suspended or delayed by an event outside Tempo Tots control, for example: teacher illness or absence, unavailability of the venue, widespread illness or lockdown measures being imposed, you will be contacted as soon as possible (usually by either email or text message) to let you know. In these circumstances Tempo Tots has the right to:

- substitute the experience with an equivalent experience (such as Tempo Tots/Care to Create at home) including through livestream or recorded content.
- in the event of teacher illness or other teacher absence, substitute another teacher/teachers in their place;
- re-schedule and offer a venue experience on an alternative date at no extra cost to you.
- Where such substitution or alternative offering has been made then Tempo Tots will not be liable and no discount or refund will be available for any such substitution or re-scheduled event.
- Sickness; if your baby/child is sick please feel free to call and let us know. If it is likely to be a long term illness then please call and discuss with your session leader as refunds and credits for long term illnesses are discretionary.
- A NOTE about adverse weather: refunds will not be given in the event of adverse weather conditions. Always liaise with your session leader or check your local Facebook page for updates regarding the safe access to venues and subsequent class cancellations.

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