



Teenie Rockets Terms and Conditions

Terms & Conditions

Welcome to the world of Teenie Rockets.

In these Terms and Conditions, references to "we," "us," or "our" pertain to Teenie Rockets or any of its franchisees, as applicable.

Your order will be confirmed when you complete your booking through our third-party booking system, BookWhen. At this point, a contract between you and us will be established.

Teenie Rockets works on a franchise model and the services offered by Teenie Rockets will be provided by one of our franchisees.

The following terms are used within these Terms & Conditions:

A **Franchisee** refers to a business whereby the owner licenses its operations. It is independently owned and licensed by Teenie Rockets Limited.

A **Session Leader** refers to a selected person and/or franchise owner responsible for delivering our services to you.

Your booking and contract will be between you and the relevant franchisee licensed to deliver our services. **You can find all franchise information at www.teenierockets.com**

Website and Social Media

The following terms and conditions apply to all products and services we offer. By continuing to browse and use this website, you agree to comply with and be bound by these terms and conditions, which govern your use of the Teenie Rockets website and its content. If you disagree with any part of these terms, please do not use the website. By agreeing to these Terms and Conditions, you enter into a legally binding contract.

We may update these Terms and Conditions and will notify customers and users of any changes. By booking a session, you agree to these terms and conditions.

We exclude all liability and responsibility for any kind of loss or damage (including negligence) that may result to you or a third party, including any direct, indirect, punitive, or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, business interruption, or loss of opportunity, whether in tort (including negligence), contract, or otherwise, in connection with our services, this website, or the use of this website or any linked websites.



Nothing in these Terms and Conditions excludes or limits our liability for death or personal injury arising from negligence or any other liability which cannot be excluded or limited under applicable law. Nothing in these terms affects your statutory rights.

If your use of material on this website results in the need for servicing, repair, or correction of equipment, software, or data, you assume all associated costs. It is important to be aware that services may vary from their descriptions on our website.

Information and Disclaimers

While we take steps to prevent errors and omissions, neither we nor any third parties provide any warranty or guarantee as to the accuracy, performance, or completeness of information on this website for any particular purpose.

The material on this website is owned by or licensed to Teenie Rockets and includes the design, layout, look, appearance, and graphics. Reproduction of this material is prohibited without our written permission.

We are not liable for any direct, indirect, or consequential losses related to the website, products, or services offered by us or others. We are not responsible for any financial losses resulting from the use of the website.

Rights

We reserve the right to change any part of the website, with or without notice, temporarily or permanently. Teenie Rockets aims to maintain the website at all times, but it is subject to change.

Other Websites

This website may include links to other websites or applications. These links are provided for your convenience to offer further information. They do not imply that we endorse the linked sites, and we are not liable for their content.

Personal Information

Submission of personal information via the website is governed by our Privacy Policy. We do not disclose personal information to third parties except as necessary to process bookings and deliver services. We do not store credit card details.

Privacy

We adhere to data protection laws regarding personal data processing. We are committed to maintaining your privacy and confidentiality. **Please see our Privacy Policy for more details.**

Data Protection and Third Parties

We will share your personal data with other Teenie Rockets franchisees for training and marketing purposes. You can find a list of all Teenie Rockets franchisees here www.teenierockets.com



Personal data may be shared with government authorities if required.

In the event that the business is sold or integrated with another business, your details will be disclosed to our advisers and any prospective purchaser's adviser and will be passed to the new owners of the business

Personal data will also be shared with third-party service providers, who will process it on behalf of the purposes identified above. In particular, we use third-party providers of booking and payment processing services.

These Terms and Conditions are made between you and us but also benefit our head franchisor, Teenie Rockets Limited ("Franchisor"). The Franchisor may enforce the benefits conferred under these Terms. No other person shall have any right to enforce any of its terms

Copyright Notice

The content of this website is the intellectual property of Teenie Rockets Limited and is licensed to its franchise owners. All information, designs, graphics, and publications on this site are protected under copyright law and are owned by Teenie Rockets Limited. Any reproduction or use of this material in any media or format without prior written consent from Teenie Rockets Limited is strictly prohibited.

Liability

Session leaders have public liability cover up to **£5,000,000 and** a valid Disclosure and Barring Service (DBS) check.

Any contract formed will be between you and the relevant franchisee licensed to provide our services.

Law and Jurisdiction

These Terms and Conditions are governed by English law. Disputes arising in connection with these terms shall be subject to the exclusive jurisdiction of the courts of England and Wales. If the law changes, these Terms and Conditions will remain lawful.

We do not exclude or limit our liability to you where it would be unlawful to do so, including liability for death or personal injury caused by our negligence, fraud, or fraudulent misrepresentation, or breach of your legal rights in relation to the services.

We are not liable for your property. Your property and belongings brought to a class are your responsibility, and we are not responsible for any loss or damage.

We are not liable for business losses. These terms cover the supply of services to you as a consumer. If you use the services for commercial, business, or resale purposes, we have no liability for any loss of profit, business, business interruption, or business opportunity.



Each paragraph of these terms operates separately. If any court or relevant authority finds any part of this contract to be unlawful, the remaining paragraphs will remain in full force and effect.

Delay in Enforcement:

If we delay in enforcing this contract, we can still enforce it later. Delaying enforcement does not mean you are no longer obligated to comply with these terms, nor does it prevent us from taking action at a later date.

Bookings and Refunds

Bookings are made on a first-come, first-served basis. Once confirmed, a booking agreement will outline the dates and venue. Please check this information for accuracy.

We do not offer refunds; there is a no-refund policy. For long-term illnesses, please contact your session leader to discuss.

Cancellations

If your session leader is unwell, we reserve the right to cancel a session. Alternative bookings will be offered. Check the website and social media for updates on cancellations or changes.

While we understand valid reasons for cancellations, our classes have limited spaces. Continual cancellations without good reason may result in us refusing further orders from you. We may also refuse further orders if you have previously breached these terms and conditions.

If our services are delayed by an event outside our control, we will contact you and take steps to minimize the delay, including offering rescheduled dates. Your session will try and reschedule your session but if unable to do so you will be offered a voucher code to use in the future. If you do not attend the class, we cannot refund you for missed classes.

Force Majeure

Force Majeure - circumstances beyond our control

In events beyond our control (Force Majeure), we will have no choice but to cancel/reschedule sessions. These events can include but are not limited to floods, terrorism, criminal acts, and strikes. This will not be considered a breach of our terms and conditions if unable to deliver these sessions. Your session leader will work hard to reschedule the sessions when it's safe and appropriate to do so.

Our Rights to Make Changes

We may change services to implement minor adjustments and improvements in response to customer needs or to remain competitive.

Photographs and Consent



You are welcome to take pictures of your own child during the session but not of other children without consent, this right may be withdrawn if a parent acts unreasonably. Session leaders will ask for parental permission before taking photos of children for social media or promotional use.

Health and Safety

Please supervise your child at all times during sessions. We are not responsible for accidents or injuries incurred during classes or at our venues, except as required by law.

By placing an order or attending a class, you confirm that both you and your child are able to participate safely. We are not liable for any loss, injury, or damage if you do not disclose a medical condition or if you or your child engage in activities you know to be harmful. You must comply with our policies and procedures, including health and safety policies.

You use our services at your own risk and must supervise any child in your care. We will not be liable for any loss, damage, or injury resulting from not following our instructions during classes.

Equipment

All toys and equipment are cleaned after every session. Please inform the session leader of any spillages or broken items.

You are responsible for supervising your child and following the session leader's instructions.

Toys and equipment are risk-assessed. Parents or guardians must assess what their children can safely play with and prevent them from mouthing items.

Illness

Do not attend the session if you or your child is unwell, including but not limited to:

High temperature within 24 hours

Sickness and Diarrhea within 48 hours

Measles, chickenpox, mumps, slapped cheek, German measles, whooping cough, hand foot, and mouth, impetigo, scarlet fever, norovirus, and COVID-19.

Parent and Guardian Responsibilities

We encourage caregivers to participate but keep talking to a minimum during the music parts of the session.

No food or hot drinks are permitted, and bags should be securely fastened.

Supervision is required at all times. We are not responsible for accidents or incidents during the session or at the venue. Children should not be left unattended.



We sometimes use food items for sensory experiences. It is the parent or guardian's responsibility to check for allergies and ensure the child's safety.

In some venues, radiators may be on. Parents or guardians must supervise children and prevent them from playing near radiators.

Sessions are often held on hard surfaces. Please supervise children at all times, and running is not permitted. Children must stay on the mats provided.

Child Protection, Safeguarding, and Discrimination

We take safeguarding seriously. Session leaders follow a strict safeguarding policy and have a valid DBS check. We report any safeguarding concerns to the local authority.

By attending a session, you agree to obtain permission from the parent or guardian for any child you bring.

Discriminatory behaviour is not tolerated. You will be asked to leave if you offend or discriminate against anyone during the session. Session leaders have the right to report any violent or discriminatory behaviour to the police, and your booking agreement will be terminated without a refund.

Content and Intellectual Property

All content used during sessions is the intellectual property of Teenie Rockets. Copying or using this property without written consent is prohibited.

Queries and Complaints

Session leaders aim to provide excellent service. If you have a concern, please speak to your session leader or franchise owner immediately to resolve it. Please see below for our complaints handling procedure:

Stage 1: Discuss any concerns with your child's session leader. Most issues can be resolved this way.

Stage 2: If not satisfied with Stage 1, contact Teenie Rockets Limited (Franchisor) via email at Contact@teenierockets.com. We will investigate and provide a written response within 14 days.

Transfer of Agreement:

We reserve the right to transfer our rights and obligations under these terms to another organisation. Should this occur, we will inform you accordingly. This contract is between you and us, and no other person has the right to enforce any of its terms. Neither party will require the consent of any other person to end or modify the contract.

Breaches of These Terms and Conditions



If you breach these Terms and Conditions, you will be issued a warning by your session leader. If required we will withdraw your rights to attend the sessions without refund.
A serious breach of our terms and conditions could initiate legal proceedings against you.