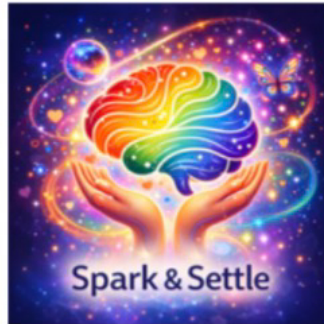




Spark & Settle – Terms & Conditions

Bookings

All sessions must be booked in advance. A booking is only confirmed once the required payment has been received.

Payments

One-to-One Sessions: Full payment must be received at least **one week before** the scheduled session.

Group Sessions: Full payment is required **at the time of booking** to secure your child's place.

Cancellations & Rescheduling

One-to-One Sessions: If you need to cancel or reschedule, at least **48 hours' notice** must be given. Cancellations made with less than 48 hours' notice are non-refundable.

Group Sessions: Group session bookings are **non-refundable**. If you are unable to attend, please notify Spark & Settle as soon as possible. Where possible, I will do my best to resell your child's place. If the place is successfully resold, a full refund will be issued.

If Spark & Settle needs to cancel or reschedule a session, an alternative session or a full refund will be offered.

Session Information

Spark & Settle provides educational wellbeing sessions designed to help children understand emotions, develop healthy coping strategies and build confidence through creative activities. Sessions are educational in nature and are **not** therapy, counselling or medical treatment, and do not replace professional services.

Parent Responsibility

Parents or carers remain responsible for their child at all times during Spark & Settle sessions.

- For **group sessions**, parents or carers remain present throughout the session.
- For **one-to-one sessions**, parents or carers remain present throughout the session.
- For **online sessions**, parents or carers must remain nearby and available for the duration of the session.

Online Sessions

Online sessions take place via video call. Parents are responsible for providing a safe, quiet and suitable environment, together with a stable internet connection.

Sessions are not recorded by Spark & Settle and should not be recorded by participants without prior permission.

Behaviour

Spark & Settle aims to provide a calm, welcoming and supportive learning environment. If a child becomes distressed or is unable to participate safely, parents may be asked to support their child or the session may be paused or ended where necessary.

Liability

Spark & Settle takes all reasonable steps to provide a safe and supportive environment. However, parents or carers remain responsible for their child throughout all sessions.

Changes to Services

Spark & Settle reserves the right to make reasonable changes to sessions, venues, activities or schedules where necessary to ensure the safety, wellbeing and quality of the service.

Agreement

By booking a session with Spark & Settle, parents or carers confirm that they have read, understood and agree to these Terms & Conditions.