

Bitsi — Terms & Conditions

Bitsi · St Mary's for All, 4 Auchingramont Road, Hamilton ML3 6JT · BitsiScotland@gmail.com · 07590 453 803 · bitsi.co.uk

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1. About these terms

These terms apply to all bookings for Bitsi classes, holiday camps, parties and other activities (“sessions”). By booking, you agree to them. “We/us” means Bitsi; “you” means the parent or carer making the booking.

2. Bookings and payment

- All bookings are made through our booking system, ClassForKids (bitsi.classforkids.io). A place is confirmed once payment is complete.
- Prices, dates, times and age groups are as shown on the booking page at the time of booking.
- Please give accurate information at booking — including emergency contacts, medical details and anything that will help us support your child.

3. Cancellations and refunds — by you

- **Weekly classes:** fees are payable as set out at booking. Missed sessions cannot be refunded or swapped, but talk to us — where illness or circumstances mean a longer absence, we will always try to be fair.
- **Holiday camps:** cancellations 14 or more days before the first day receive a full refund. Cancellations 7–13 days before receive a 50% refund or full credit towards a future booking. Within 7 days, fees are non-refundable, except in cases of illness (at our discretion, with credit offered where we can).
- To cancel, contact us at BitsiScotland@gmail.com or manage your booking through ClassForKids.

4. Cancellations — by us

If we have to cancel a session (for example, instructor illness or venue closure), we will tell you as soon as possible and offer a replacement session, credit, or a refund for the cancelled session — your choice.

5. Drop-off and collection

- Please drop off no more than 5 minutes before the session starts and collect within 5 minutes of it ending — our instructors are setting up and packing away outside those times.
- Children are released only to adults named at booking. Let us know in advance if someone different is collecting.
- Repeated late collection may incur a reasonable additional charge.

6. Health, medical information and additional support needs

- You must tell us at booking about any medical conditions, allergies, or additional support needs, and keep this information up to date.
- Please do not send a child who is unwell or infectious to a session.

- By booking you consent to our first-aid-trained staff providing first aid, and to us seeking emergency medical treatment if we cannot reach you.

7. Behaviour

We use a positive, encouraging approach and expect kindness towards other children, staff and equipment. If behaviour is persistently unsafe or seriously disruptive, we will talk with you first; in rare cases we may ask you to withdraw your child, in which case any remaining pre-paid sessions will be refunded pro-rata.

8. Equipment and personal property

- We supply all laptops, robots and equipment — children only need a named water bottle.
- Children do not need to bring devices, and we cannot accept responsibility for loss or damage to personal items brought to sessions.
- We understand accidents happen and never charge for genuine ones; we reserve the right to charge for deliberate damage to equipment.

9. Photography and media

Photo/video consent is requested at booking and is entirely optional. See our Safeguarding Policy and Privacy Policy for how images are used and stored. You can withdraw consent at any time.

10. Liability and insurance

- We hold public liability insurance.
- Nothing in these terms limits our liability for death or personal injury caused by our negligence, or for anything else that cannot be limited by law. We are not liable for events outside our reasonable control.

11. Your data

We handle personal information in line with our Privacy Policy, available on our website. Booking data is processed by ClassForKids on our behalf.

12. Changes to these terms

We may update these terms from time to time. The version on our website applies to new bookings; we will tell you about significant changes that affect an existing booking.

13. Governing law

These terms are governed by the law of Scotland, and the Scottish courts have jurisdiction.

14. Contact

Questions? Email BitsiScotland@gmail.com or call 07590 453 803 — a real human will beep back soon.