**TERMS AND CONDITIONS**

Please read these terms carefully before you make a booking with us on [www.teddytennis.com](http://www.teddytennis.com) or any other booking platform including a direct booking. These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

1. **Who we are.**
	1. We are Vikids Ltd, a company incorporated in England and Wales with company number 12790341. Our registered address is Office 4, 219 Kensington High Street, Kensington, London, England, W8 6BD. We own the brand Little Vikids.
	2. Little Vikids is a Children’s Activity company.
2. **How to contact us.**

You can contact us by telephoning our customer service team at 07810440291 or by writing us at hello@littlevikids.com

1. **How we may contact you.**

If we have to contact you, we will do so by telephone or by writing to you at the email address you have provided us when making your booking.

1. **Use of this website**
	1. You are granted access to this website in accordance with these terms and any booking or orders you make must be placed strictly in accordance with these terms.
	2. We reserve the rights to:
2. Modify or withdraw, temporarily or permanently, this website with or without notice to you and we shall bear no liability to you or any third party for any modification to our withdrawal of the website.
3. Change the terms from time to time as explained below. Continued use of this website after any such amendments will be deemed to mean that you have accepted the amended terms.
4. **How we will accept your booking.**
	1. Our acceptance of your booking will take place when we write to you to accept it, at which point a contract will come into existence between you and us.
	2. If we are unable to accept your booking, we will inform you of this in writing and will not charge you for the service. This might be because of unexpected limits on our responses which we could not reasonably plan for or because we have identified and error in the price or description of the service.
5. **Providing the service.**
	1. We will organise and begin the activities on the date you have selected during the booking process.
	2. If our supply of the services is delayed by an event outside our control, then we will contact you as soon as possible to let you know as soon as possible and let you know what other options are available.
6. **Your rights to cancel a booking**
	1. You may cancel or reschedule a booking up to 48 hours after booking. You may not reschedule a booking if it is less than 48 hours to the date you have selected in your booking.
	2. You may cancel your booking where you are unable to keep to the booking due to unforeseen circumstances, for example, where a child falls sick.
	3. You do not have a right to change your mind if we have begun performance of the service. For example, where we have made already hired external professionals or made venue bookings for the performance of the service.
7. **Our rights to cancel a booking**

We have the right to cancel a booking where we are unable to supply the service due to unforeseen circumstances such as illness, incapacitation or other logistical constraints that we cannot control (for example, bad weather). Where this happens, we will contact you with rebooking options and further details.

1. **How we refund you.**

We do not offer cash refunds once a service has been booked. We will only refund you via redeemable credits which can be used to purchase another booking at a different time of your choosing.

We will only offer redeemable credits only where we cancel booking or your cancellation is due to unforeseen circumstances beyond your control.

1. **Price and Payment.**
	1. The price for the activities will be the price indicated on the order page when you make your booking. We use our best efforts to ensure that the price of the service is correct.
	2. We accept payment via Visa Debit, Mastercard or Bank Transfer,
2. **Our liability.**
	1. Except where it will be unlawful to do so, we are not liable for injuries, accidents or even illnesses that may arise from participating in the children’s activities.
	2. While we will take all reasonable caution in supervising children’s activities, you understand that minor accidents or injuries may occur from time to time as part of these interactions. We shall therefore not be liable for any of such occurrences.
3. **How we may use personal information.**

We will only use your personal information as set out in our Privacy Policy.

1. **Governing law.**

These terms are governed by English law and you can bring legal proceedings in respect of the service in the English Courts.

1. Privacy Policy and Consent

I hereby give grant Little Vikids Ltd exclusive permission to use any photos/videos of myself and/or my child, for marketing purposes and promotion of its business through publications of:

* Brochures;
* Flyers;
* Websites; and
* Program photos and videos and their participants.

In addition, I understand that all photos and videos shall remain the property of Little Vikids Ltd.

I do not object to Little Vikids Ltd:

* Storing copies of all photos and videos for as long as is necessary for the running and operation of its business; or
* Sharing all photos and videos within Little Vikids Ltd’s group for the purposes of the promotion of its business and operations.

I understand that Little Vikids Ltd is the controller and responsible for the personal data comprising the photographs and videos.

As such, Little Vikids Ltd will ensure that it complies with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of all photos and videos.