



# *Madrasah Hamidiya*

## *Learn Practise and Propagate Deen*

11 Abbotsford Road,  
Leicester, LE5 4DA  
07413 316 199  
info@thehco.uk

### Important Customer Info and Ts and Cs

At Madrasah Hamidiya, our priority is to make sure that all children, parents and carers who attend our classes can do so in a fun and relaxed but also safe and secure environment. Please read this information carefully before booking and again before coming to your first class and if you have any concerns or queries, please contact your class leader prior to coming along.

### Madrasah Uniform

- All children, parents and carers must follow Islamic teachings regarding dress and the Madrasah requires all attendees to observe its dress code.
- All Islamic laws will have to be followed particularly in relation to prayer, dress, and social affairs.
- Please dress your child in something you don't mind getting painty or messy. Please ensure your child's satr is always covered. We try our very best to ensure that we use materials that won't stain however we can't promise that some staining won't occur.

### Health and Safety:

- Safety is paramount – we want to make sure that the children who attend the sessions (and their grown-ups) have lots of creative, colourful, messy fun in a safe and secure environment. Your child does remain your responsibility while at our sessions and must be supervised throughout.
- If your child suffers from any allergies or medical conditions, then it is vital that you indicate it on the booking form when you book onto our sessions so that we can plan accordingly.
- It is your responsibility to ensure that your child does not come into contact with anything that may cause him/her to suffer an allergic reaction. If you have any concerns about allergies and intolerances, then please contact us.
- Whilst we endeavour to clear all spillages as soon as they have occurred, some of the materials can cause the play area to become slippy so please, NO running. All materials are made in the knowledge that they are to be played with under a parent / carer's supervision. We appreciate your help in trying to avoid unnecessary / intentional pouring of materials outside of their immediate play areas so that everyone enjoys the experience and if you see any spills please let your class leader know straight away so we can clear them up.

### Illness

Please don't come along to class if you or your child are ill, to avoid the spread of illness or infection.

Please keep your child at home if he/she or you:

- Has a fever or cough or has had one in the previous 14 days
- Has had an upset stomach or diarrhoea in the previous 48 hours
- Has heavy nasal discharge
- Has discharging eyes
- Have been in contact with someone who has displayed symptoms of coronavirus and should be self isolating in accordance with the relevant government public health advice issued at the time

Has symptoms of a possible communicable diseases such as:



- Measles
- Chicken pox
- German measles
- Whooping cough
- Impetigo
- Scarlett fever
- Hand, foot and mouth disease
- Norovirus
- Coronavirus (COVID-19)

## Photography

Strictly no photography or video filming permitted. Failure to comply may result in removal from the playgroup.

## What if my little one doesn't want to take part in all the activities?

That's fine – our sessions are based on free flow activities. Your little one is free to explore and do as much as he/she wants to, and you are both comfortable with. As with all new experiences some young children may be a little overwhelmed during their first visit and want to stick to doing one or two activities. Experience shows that after a couple of visits they will become familiar with the environment and routine and will happily and confidently explore the wide range of creative activities. Similarly, some children who first come to the session just want to run around the room! Again, experience shows that they will quickly become familiar with the routine of the sessions and their concentration span and ability to focus on activities will rapidly increase! Children learn by observation and imitation of the other children already engaged in the activities.

## Terms and Conditions of Booking

- All our sessions do work on a pre booking basis. This is because, for the safety and enjoyment of everyone, places are limited, and we need to know how many children are coming to the session each week to be able to plan and offer high quality activities – and to make sure we have enough materials and resources for everyone!
- Madrasah Hamidiya is committed to the safety of all persons who attend our classes and to deliver the highest standard of service. Participating in a Madrasah Hamidiya class is entirely at your own risk without any proven negligence, breach of duty of care or lack of due diligence by Madrasah Hamidiya or its employees/leaders.
- Bookings are non-refundable and non-exchangeable – if you have booked and paid for a class and are then unable to attend for whatever reason (including illness, isolation or holidays), unfortunately we cannot offer a refund.
- All customers booking places on any of our sessions must have read, understood and agree to comply with our terms and conditions.
- If Madrasah Hamidiya no option but to cancel/suspend/postpone classes due to events beyond their control such as venue closure, bad weather, pandemic or epidemic, illness, local lockdown restrictions or other circumstances which mean that the class cannot take place, Madrasah Hamidiya will offer either a catch-up class or offer a class credit to be used at a future date by the customer.



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## Data Protection

At Madrasah Hamidiya, we respect our customer's information, and we are committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, our booking system or our services, then you can be assured that it will only be used in accordance with our Privacy Policy.

## Feedback/Complaints

We always welcome and value feedback and input. If you have a concern, complaint or query then we would encourage you to contact Madrasah Hamidiya in the first instance.