



Terms & Conditions, Cancellations & Refunds

Last reviewed: August 2026

These Terms & Conditions apply to courses, training, workshops and parent-and-baby sessions booked directly with Connected Babies.

Please read them before making a booking.

By making a booking, you agree to the terms applicable to the course or service you have selected. Nothing in these terms affects your statutory consumer rights.

About Connected Babies

Connected Babies provides professional infant massage instructor training, continuing professional development and other professional training, alongside occasional infant massage classes and sessions for parents and caregivers.

IAIM Infant Massage Instructor Training is delivered on behalf of the International Association of Infant Massage (IAIM) and is subject to relevant IAIM educational and certification requirements.

Booking a place

A place is confirmed when the required payment, deposit or agreed booking arrangement has been received and confirmation has been issued.

Places are subject to availability.

It is the responsibility of the person booking to provide accurate contact information and to check the course dates, location, format and other information provided before booking.

If you believe you have booked the wrong course or date, please contact Connected Babies as soon as possible.

Connected Babies

3, The Stables, Radlett Lane

Radlett, Herts. WD7 9AE

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Course fees

The applicable course fee will be displayed at the time of booking.

The fee for IAIM Instructor Training includes the elements described on the relevant course information page at the time of booking. These currently include four days of professional training, course materials, the relevant examination/certification process and other specified resources and support.

Where a payment plan has been agreed, the learner remains responsible for making payments according to the agreed schedule, subject to their statutory rights and the cancellation provisions below.

Online bookings and statutory cancellation rights

Where a booking is made online or otherwise at a distance, you may have a statutory right to cancel the contract within 14 days, depending upon the circumstances and the nature of the service booked.

Where the statutory cooling-off period applies, it begins when the contract is entered into.

If you ask Connected Babies to begin providing a service during an applicable 14-day cancellation period, you may be asked to expressly request early performance. If you subsequently cancel during that period, you may be required to pay a proportionate amount for services already provided where the law permits.

If the service has been fully performed during the cancellation period following the required request and acknowledgement, the statutory right to cancel may end.

Nothing in this policy is intended to restrict a cancellation or refund right provided by law.

Cancelling IAIM Instructor Training

We recognise that circumstances sometimes change after someone has booked professional training.

If you need to cancel your place, please contact Connected Babies as soon as possible.

Once any applicable statutory cancellation period has ended, refunds will be considered according to the timing of the cancellation and the losses reasonably incurred by Connected Babies as a result.

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These may include costs already committed specifically for the learner or course, course materials, venue costs, administration and the loss arising from a training place that cannot reasonably be filled.

We will take reasonable steps to reduce our losses, including attempting to fill a cancelled place where reasonably possible.

Where a cancelled place is successfully filled by another paying learner, this will be taken into account when determining any amount retained.

Connected Babies will not seek to profit from a learner's cancellation or recover the same loss twice.

Transfers to another instructor-training course

Transfers are not guaranteed.

However, where circumstances allow, Connected Babies may agree to transfer a learner to a future course rather than treat the booking as a cancellation.

Whether a transfer is possible will depend upon factors including:

- the amount of notice provided;
- availability on another course;
- costs already incurred for the original booking;
- whether course materials have already been supplied;
- venue and administration commitments; and
- relevant IAIM training requirements.

Any transfer arrangement will be confirmed in writing.

We encourage learners experiencing exceptional circumstances to contact us as early as possible so that we can discuss the available options.

Failure to attend instructor training

If a learner does not attend a booked training course without notifying Connected Babies, this will normally be treated as a late cancellation.

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A refund cannot normally be provided for training that has already taken place or for a place that could not reasonably have been offered to somebody else.

Exceptional circumstances will be considered fairly on an individual basis.

Partial attendance

IAIM Instructor Training has attendance and educational requirements determined by the programme.

Attendance at only part of a course does not automatically entitle a learner to certification or to a refund for the parts they did not attend.

Where illness, emergency or other exceptional circumstances prevent completion, please contact Connected Babies. We will consider what options may be available in accordance with IAIM requirements.

Parent-and-baby classes

Our existing cancellation arrangements for parent-and-baby courses are:

- At least two weeks before the course start date: full refund.
- At least one week before the course start date: refund less a £10 cancellation fee.
- Less than one week before the course start date: 50% refund.

Where a statutory right to a greater refund applies, that statutory right will take precedence.

Once a course has started, missed individual sessions are not normally refundable.

We understand that life with a baby can be unpredictable. Where exceptional circumstances arise, please contact us and we will consider whether an alternative arrangement is reasonably possible.

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CPD, refresher days and other training

Cancellation and transfer arrangements for CPD courses, refresher days, online sessions and other events may vary depending upon the nature and cost of the event.

Any event-specific cancellation terms will be made clear when booking.

Where no separate terms are specified, Connected Babies will deal with cancellations fairly, taking account of the notice provided, costs already incurred, whether the place can be resold and any applicable statutory rights.

If Connected Babies cancels

Occasionally we may need to cancel or reschedule training because of circumstances such as trainer illness, insufficient participant numbers, venue problems, severe travel disruption or other circumstances that make delivery impractical or unsafe.

Where Connected Babies cancels an entire course and cannot provide the booked service, learners will be offered either:

- a transfer to an appropriate alternative date, where available; or
- a refund of the course fees paid for the cancelled course.

If Connected Babies changes a course date or location materially and the alternative is not reasonably suitable for the learner, we will discuss an appropriate refund or alternative arrangement.

We will give as much notice as reasonably possible.

Travel and accommodation

Learners are responsible for arranging their own travel, accommodation and associated expenses unless expressly stated otherwise.

We strongly recommend booking flexible or refundable travel and accommodation wherever possible.

Connected Babies cannot normally reimburse travel, accommodation, childcare, loss of earnings or other consequential costs arising from cancellation or rescheduling, except where the law requires otherwise.

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Nothing in these terms excludes or limits liability where it would be unlawful to do so.

Changes to course delivery

Occasionally minor changes may be necessary to venues, schedules, speakers, course content or delivery arrangements.

Where a change does not materially alter the service purchased, this will not normally give rise to a right to a refund.

Where a change is significant, we will communicate with affected learners and consider appropriate alternatives.

Course materials and intellectual property

Training manuals, handouts, presentations, videos, downloads and other course materials supplied through Connected Babies or IAIM are provided for the learner's personal professional learning and authorised use.

Copyright and other intellectual property rights remain with the relevant rights holder.

Materials must not be copied, reproduced, uploaded, sold, distributed, adapted into another training programme or used to train others except where explicit permission has been granted.

Completion of training does not transfer ownership of course materials or intellectual property to the learner.

Professional qualification and certification

Attendance at a training course does not, by itself, guarantee certification.

Learners must satisfactorily complete the applicable attendance, assessment, assignment and other requirements of their programme.

For IAIM Instructor Training, certification is subject to the requirements of the International Association of Infant Massage.

Information about assessment concerns and appeals is available in our Complaints & Appeals Policy.

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Learner conduct

We expect learners to contribute to a respectful, safe and inclusive learning environment.

Discrimination, racism, harassment, bullying, threatening behaviour or serious disruption of the learning environment will not be accepted.

Serious concerns may result in a learner being asked to leave a session or course. Any decision affecting continued participation will be handled fairly and proportionately.

Relevant expectations are also set out in our Equality, Equity, Inclusion, Anti-Racism & Accessibility Policy and safeguarding arrangements.

Babies and parents attending training

Parents and babies may join parts of our instructor-training courses to support students' supervised learning.

Parents/caregivers remain responsible for their babies throughout their attendance.

Trainee instructors do not massage participating babies. Parents or caregivers massage their own babies while students practise their teaching and facilitation skills under supervision.

Participation is always voluntary and parents may pause or end their baby's involvement at any time.

Our Safeguarding Children Policy applies whenever babies or children are present.

Accessibility and reasonable adjustments

Connected Babies welcomes learners with disabilities, neurodivergence and additional learning needs.

We encourage learners to contact us as early as possible if they require a reasonable adjustment.

Please see our Equality, Equity, Inclusion, Anti-Racism & Accessibility Policy for further information.

Personal information

Personal information provided when enquiring about or booking training will be handled in accordance with our Privacy & Data Protection Policy.

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Complaints

If you are unhappy with any aspect of a Connected Babies course or service, please contact us so that we have an opportunity to address your concern.

Our Complaints & Appeals Policy explains the process and, for IAIM training, the route available to escalate relevant matters to the International Association of Infant Massage.

Contacting us

Cancellation, transfer and refund requests should be made as soon as reasonably possible.

Connected Babies

Email: crystal@connectedbabies.co.uk

Website: www.connectedbabies.co.uk

Changes to these terms

These Terms & Conditions may be updated from time to time to reflect changes to our services, IAIM requirements, consumer law or other relevant requirements.

The terms applicable to a booking will ordinarily be those provided or made available when the booking was made, unless a later change is required by law or agreed with the learner.

Last reviewed: August 2026

Next review: August 2027

Crystal Miles

Founder – Connected Babies

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