



Terms & Conditions of Booking - Last Updated: June 2022

Exmoor Forest School's Terms & Conditions aim to present an open, fair and as straight forward structure for all who wish to undertake sessions or holiday clubs with us. We aim to provide the highest quality outdoor experience for all our participants. This extends through into the equipment we use, as well as with any external practitioners that we may work with.

This information should be read carefully before completing any of the consent form and paying for your sessions. Please ensure to tick the box on the consent for to clarify that T&Cs have been read and understood. Upon completion of the booking process (submission of consent form/payment) the child/parent/guardian on the booking will have agreed and entered into a contract on the basis of these Terms & Conditions. Please do not hesitate to contact us if you have questions/queries prior to completing your booking.

Holiday Club/Drop Off Sessions

Whilst we try to provide an inclusive environment, our holiday clubs and drop off session are not suitable for children who require close supervision or 1:1 support.

Being a very small team, we do not have the staff ratio to provide this specialist care. These sessions are very relaxed and are predominantly child-led, allowing each child to independently explore the site how they choose. We do not provide personal care, therefore each child attending needs to be able to use a toilet appropriately and independently.

Confirmation of Booking

A place for a programme/session will only be confirmed upon receipt of the appropriate Consent Form and full payment. You will be sent an email to confirm your child's place upon receipt of both consent form and payment. Payment is currently made via Cash, bank transfer or PayPal.

Cancellation/Credit Notes/Monetary Refunds

Weather: Exmoor Forest School sessions will run, in **all** weather conditions, and we endeavour to deliver our sessions in all conditions where it is safe to do so. If we need to cancel due to safety concerns (such as adverse weather; extremely high winds, lightning, etc) all adults will be notified as early as possible. We will make these announcements via email, Facebook & Instagram. If a session is cancelled due to safety reasons, we will offer an alternative session date if/where possible. Where an alternative date is not possible, a *credit note for the session will be added to your account and can be used against your next booking, no financial refund will be given.

We are continuously monitoring the weather conditions and always hope to make decisions regarding the cancellation of sessions due to adverse weather before they are due to take place. However, weather can be unpredictable, and in the unlikely event of extreme weather arising when a session is already taking place, causing concern for the safety of participants or staff, we will need to cancel the session early. Parents of children in any of our drop-off sessions will be contacted to collect their children immediately. Please note that no refund or *credit note will be provided in this instance.

Staff illness: If a session is cancelled due to one of our staffs' illness and not being able to be covered, we will offer an alternative date where possible, and where this is not possible a *credit note will be added to your account and can be used against your next booking, no financial refund will be given.

A booking for a session may be cancelled by you, in writing, up to 14 days prior to the first session taking place. In this instance, a full refund will be issued. An administration charge of 20% (min. £5) will be deducted from any refund issued. Any cancellation of booking beyond this point will be liable to pay the full cost of the programme, and no refund or *credit notes will be issued. In the event of a parent/guardian deciding to withdraw a child from any of our programmes booked in 6-week blocks at any point during the block of sessions, parents/guardians are still liable for the full payment for the programme, and no refund or *credit note will not be issued.

Breach of policies/Behaviour: Exmoor Forest School reserves the right to terminate a participant's place on a course with immediate effect should there be a breach of our terms and conditions, or policies, which are in place to ensure the safety and enjoyment of all participants and staff on our programmes. Any persons attending one of our sessions who is deemed to be behaving in an inappropriate manner, displaying offensive or aggressive behaviour, or under the influence of drugs or alcohol, or in breach of any of our policies will be asked to leave the site immediately. Any parent/guardians in breach of our terms and conditions or policies will risk the cancellation of their child's place, where a refund will not be issued.

Absence due to holidays and illness - Please note that, regrettably to ensure continuity of service, we do not offer refunds or *credit notes for sessions where participants are absent due to holidays or illness.

Associated Risk Liability

All sessions are delivered outside, and the content of delivery does come with associated, yet appropriate risks. The participation in any sessions is entirely at your own risk and Exmoor Forest School is not liable for any injury, damage to or loss of personal property, unless caused through the proven negligence, breach of duty of care, or lack of due diligence by Exmoor Forest School staff/volunteers or authorised professionals working with them. Exmoor Forest School have all relevant health & safety measures, to support the safe delivery and participation in our sessions. Our full handbook, policies and risk assessments are available to view.

Health/Medical/Dietary

The Consent Form has a section to record all relevant health, medical and dietary information about participants, and any accompanying adults (where it is a parent and child session)

All health, medical (including allergies) and dietary information must be disclosed prior to the commencement of any session. Any changes to this information must also be shared and updated with Exmoor Forest School. Any Inhalers/EpiPens/insulin, etc. must be brought to the sessions for use in case of an emergency, by either the parent of the child, First Aider (session leader) or Medical Emergency personnel where appropriate.

In Loco Parentis

In booking with us, parents/guardians consent to the use of such physical contact with children as may be appropriate, lawful, and necessary for the safe and effective delivery of our sessions. This most commonly relates to things such as tool work, and aspects of health & safety, to maintain safe practices within the session, or for the delivery of First Aid. Any necessary physical contact with participants is, also, always undertaken with the participant's permission to do so.

***Credit Note – is access to another session at a later date, of your choice but subject to availability within 12 month period of issue date.**