

Booking and Cancellation Policy

Booking

All bookings must be made via the Book When site. Once booked you will receive an email booking confirmation.

All events, sessions, holiday clubs, day hire, birthday parties and overnight stays must be paid at the time of booking.

Cancellation

If you need to cancel your booking you must let us know as soon as possible by email. The cancellation procedure is as follows:

More than 2 weeks notice: Transfer to another booking (if available) or full refund given minus any admin fees.

Less than 2 weeks notice: Transfer to another booking (if available) or a discount code will be issued to redeem against another booking.

Less than 48 hours notice: Unfortunately we can't offer a refund or discount code at short notice.

We don't offer refunds or discount codes if courses and sessions are booked and you don't attend.

Covid related cancellations

If you or any member of your family that is part of the booking has to isolate or has contracted Covid and you tell us prior to the session, we can offer an alternative date/session or a discount code will be issued to redeem at a later date.

Proof of isolation notification or positive covid test result may be requested.

If your cancellation is Covid related we can offer you a discount code to re-book or redeem against other Roots to Branches events. Unfortunately we aren't offering refunds.

If we have to cancel due to Covid then we will reschedule the event or issue a full refund.

Weather

Forest School goes ahead in all weathers and we expect you to come dressed appropriately.

However, we may cancel sessions in severe weather such as storms and high winds.

We continuously look at the weather forecast and will let you know as soon as we can. As you can appreciate, the weather is very unpredictable and we may cancel at short notice.

We will always try and reschedule where possible and if we can't we can offer a discount code to redeem at a later date or a full refund.

Number of participants

We may cancel an event if there are less than 6 paid places taken. In the event of this happening, all payments will be refunded.

This policy was adopted by: Roots to Branches Forest School CIC	Date: 24/7/2021
To be reviewed: July 2022 Reviewed on-	Signed: M Gray J Benson L Jones