

Cancellation Policy Clubs and Holiday Activities

All Seasons Forest School are committed to running sessions throughout the year, whatever the weather. There are however exceptional circumstances which render it unsafe to go ahead.

Should high winds or storm be forecast according to both xc weather and the met office, we will advise you of the possibility of cancellation 24 hours prior to session and confirm by 8:00 the evening prior. In the event that the forecast changes overnight we will endeavour to give as much notice as possible on the morning of the day that the session is due to take place. Communication will be via text to the contact supplied on the booking form. In the instance that the session is cancelled due to unsafe weather you will be entitled to a refund for that session.

In the unlikely event that we are unable to staff the event or maintain adequate staff ratios ahead of a session we will advise you as far in advance as possible and offer a full refund or credit.

Should a staff member become unwell during a session, including symptoms of COVID-19, and we are unable to staff the session adequately, we may have to cancel the session early, in which case, parents/carers will notified via text to the contact supplied on the booking form. A full refund will be available in this instance.

Should your child be unwell prior to the session commencing, including symptoms of Covid-19, refunds will be available in the event your child's place can be filled by another and enough notice is given. Please understand that we will endeavour to be as accommodating as possible and will offer transfers to another date/credit as an alternative if we can.

If you feel that you have exceptional circumstances please do contact us to discuss this.

Covid -19 Considerations

While we endeavour to offer parents as much security as possible, we reserve the right to withdraw any provision should government advice change. A full refund will be offered in this situation.

All other policies are available to parents on request.