



Terms & Conditions

Please read through these terms & conditions so you are familiar with how Wild Things currently operates.

Booking

- Each session cost £10.00 for 1 1/4 hours play, campfire and refreshments.
- All babies & toddlers need to book a ticket. Babes in arms are free.
- For families who need support we have Inclusive Access Tickets – this is a discounted ticket to help make Wild Things accessible for all families.
- Families book a half term at a time (usually 6 or 7 weeks). Wild Things cannot give refunds when families do not/ cannot attend.
- If sessions aren't fully booked, drop in tickets will be issued to enable families to book one of sessions.
- Wild Things runs in almost all weathers - rain, snow and sunshine. The only weather that stops outdoor sessions is gusty winds & storms as it's not safe to be under the trees in case branches get blown down. If the forecast is for gusty winds the forest school leader will try book a room indoors at a community room close to Wild Things so families can still meet for a session. The session will be different but we will still have some of the elements - welcome song, nature craft, stories, hot chocolate (with mini marshmallows!). You will be informed of any changes via text so you know where the session will be and the timings as these will need to change slightly to fit around room bookings (so we will probably meet at 10am rather than 10.15am). Please note, refunds for windy sessions will no longer be issued when an alternative space is provided.

During the session

- Please bring a small towel to dry yours and your children's hands on.
- Please make sure all your children and yourself wash hands before refreshments & toasting marshmallows.
- Please wash hands after playing with/near the pond due to the water being fairly stagnant and therefore the water quality is poor.
- Please bring a travel cup for yourself and your child. There will be hot chocolate for the children and tea & coffee for adults.
- Wild Things prefers families not to use wipes and use the facilities provided as it's kinder to the environment.
- Wearing masks is not required, however you feel more comfortable wearing one, please do.

Payment methods

- Payment is through the online booking system & Stripe: www.wildthingsyork.co.uk/booking
- Payment must be paid in advance to the sessions starting.



Refunds

- If the leader cancels due to sickness families will be informed as soon as possible and issued a credit code which can be used when booking future sessions, including holiday sessions.
- Sessions are non-refundable. If there are unforeseeable circumstances Emma will use her discretion on individual cases. If a refund is made a £10 administrative fee will be taken off the refund. This is to cover the time taken to refund and advertise the space.
- Refunds are no longer given when it's stormy and gusting winds. If sessions can be moved to an indoor space they will be and families will be notified of the change of location and session timings.

Holidays

- Unfortunately we cannot offer refunds to cover booked holidays.

General safety

- It is the parent/carers responsibility to supervise their child/ren at all times.
- There are many hazards in the area - trees, branches, tree roots, pond, rocks, mud and logs, uneven terrain. It is the responsibility of the children and adults to take reasonable care whilst playing. It is the responsibility of both the children and adults to take reasonable care whilst partaking in all activities.
- We operate a ***leave no trace policy*** – which means we leave the area clean to avoid damage to the site, plants, insects and animals.