



## **Wild Soul Woods CIC Booking Terms & Conditions**

Thank you for considering booking a Wild Soul Woods Session for you or your family!

By booking with Wild Soul Woods, you are agreeing to the following terms & conditions:

### **Bookings and Payments**

Places are booked via this online booking system and payment is made online at the time of booking.

### **Cancellation**

Every effort is made to ensure that sessions run as scheduled, however, Wild Soul Woods CIC reserves the right to cancel activities due to illness, insufficient numbers, severe inclement weather or unforeseen circumstances. You will be notified if this occurs and offered an alternative session.

We keep group numbers and ticket prices low so we can provide an excellent, accessible experience for all. This means groups need to be full for them to be financially viable, and we regret that we cannot refund cancelled bookings where short notice is given.

Of course, there are many valid reasons why you may not be able to attend a session you have booked, so if you give a week's notice, we can offer your space to someone else and you can transfer your booking to another date that works for you. We are working on a tight budget and are always looking to make improvements to our service & facilities and really value your support in helping us do this.

### **Weather**

Wild Soul Woods CIC will continue to run sessions unless it is deemed unsafe to do so.

We will check the weather forecast and inform attendees if the session has to be cancelled. This is likely to be in the event of high winds (35mph+) or storms. Please provide contact details.

### **Illness**

Please ensure your child is healthy enough to attend the session as they will be engaged in lots of physical activity. If they have had vomiting or diarrhoea in the past 48 hours please keep them at home.

If they have any COVID-19 symptoms, or have someone in their household who does, or have been advised by NHS Test and Trace to self-isolate should not attend. Refunds will not be given in the case of illness.

### **Clothing**

Please bring your child appropriately dressed to every session, see clothing recommendations. Your child is likely to get dirty and muddy and could possibly tear their clothes. Wild Soul Woods CIC takes no responsibility for soiled or damaged clothing.

### **Tools**

For health and safety reasons children must not bring their own tools or knives. Tools will be confiscated and returned to the child's parents.

### **Toys**

Please do not allow your child to bring toys or personal belongings to the sessions unless it is for comfort and transition.

We do not allow Nerf guns (or similar) to our public sessions.

We encourage use of imagination and creativity and they will have plenty of opportunity to create objects to play with out of wood, clay and other natural materials!

### **Data Protection**

Our handling of all information provided to us during registration will comply with the Data Protection Act 1998. We will not sell or disclose your personal details to any other agencies. We will not contact you other than about other Wild Soul Woods CIC activities.

### **Medical Information**

Please ensure your child's medical information is kept up to date. Please make sure any necessary medications are available (epi-pens, inhalers). Please inform us of any behavioural, educational or communication needs your child has, any information you pass on will be held in strict confidence and will enable us to meet your child's needs more fully.

### **Photographs**

We take photos and videos during sessions. These are for use on our website, promotional leaflets and social media pages. You will be asked for your consent form when you book, please inform us if you do not want your child to be photographed.

### **Family Sessions**

Please note that during family sessions, you remain responsible for the welfare of your own children at all times. We will have a short safety chat with the kids before each session. This will also cover 'pick, lick, sticks & trips' so you can take good care of yourselves, each other and the woods.

Thank you for taking the time to read through these conditions. I look forward to seeing you soon! Tori 🌳🐾💚