

Wild Stories Collective Terms and Conditions

Booking Policies

Advance booking is essential.

Spaces are limited to keep this experience small, safe and personal for all families.

Weather Policy

This is an outdoor woodland session and will run in almost all weathers.

We will only cancel in the case of unsafe conditions (such as high winds - 30mph and above - or severe storms).

Clothing Policy

We strongly recommend that all children (and adults) wear appropriate clothing for woodland play.

Waterproofs are essential to protect from mud and damp grounds, and we advise long sleeves and trousers to help guard against woodland elements such as nettle stings, scratches, and insects (including ticks)

Please come prepared for the weather so your child can explore comfortably and fully enjoy the experience.

Tick Awareness

As we are in a woodland environment, ticks can occasionally be present, particularly in long grass and leaf cover.

We recommend that all children are checked over for ticks when they return home, paying close attention to warm areas such as behind the knees, under arms, around the waistband, groin, and along the hairline and scalp.

Wearing long sleeves and long trousers tucked into socks can help reduce the likelihood of ticks attaching.

If you do find a tick, it's best to remove it promptly using a suitable tick removal tool.

If a rash develops after a tick bite – particularly a circular or “bullseye” rash around the bite – or if you or your child becomes unwell, please seek medical advice from your GP.

Supervision

Parents and carers are fully responsible for their children at all times during the session.

Siblings under 1 year may attend free of charge but must be included in your booking notes for safety and planning purposes.

Allergies

It is the responsibility of the parent/carer to ensure the child/children do not interact with any material/food substance that may cause an allergic reaction to their child/children. We do not accept any responsibility for any accident, allergic reaction or illness found to be directly attributable to any product or item provided. It remains the responsibility of the parent/guardian in attendance for supervising the children they are accompanying.

Allergies or special requirements must be disclosed at the time of booking. We will make reasonable accommodations but cannot guarantee a completely allergen-free environment.

Cancellations & Refunds

As this is a special collaboration event with limited spaces, we are unable to offer refunds or transfers for non-attendance due to illness, holidays, or changes in personal circumstances.

If we need to cancel (for example due to extreme weather or staff illness), we will offer either:

- A rescheduled date (if possible), or
- A partial/full refund if a new date cannot be arranged.

Bookings are non-transferable to other families unless agreed in advance.