



## Terms & Conditions

By booking and attending activities and sessions/events provided by Wild Lives Forest School (referred to as 'we' or 'us' thereafter) you accept and agree to be bound by these terms and conditions.

**Booking:** Bookings are taken online using the Bookwhen website. You must check your booking details and contact us if there are any errors.

Bookings are taken on a first come, first served basis and a booking needs to be made for each term as bookings are not automatically carried forward.

**Important information:** When booking we ask you to complete a booking form on the Bookwhen website which gives us important information about your child/ren, such as contact details, additional needs, allergies and an emergency contact number. It is your responsibility to ensure these details are up to date. Please email us with any changes or anything else you think it is important for us to know.

**Payment:** Payment is made online in advance of the session through the booking system. Payment is processed via PayPal and you can pay using Visa, Mastercard, American Express or a PayPal account.

**Refunds & cancellations:** In the event that we have to cancel a session you will be given a full refund. We will only cancel sessions due to staff illness or in conditions that present an unacceptable risk.

Unfortunately, we are not able to offer refunds if you are unable to attend the session that you have booked. However, please do let us know as we may be able to offer your place to someone else if we have a waiting list. If we can fill your space, we will refund you for that session.

**Access to the site:** There may be occasions where we are unable to use our forest school site. For example, some weather conditions make the woodland too risky to play in. In this situation, we may consider holding the session on the meadow in front of the site or other suitable area of Warley Woods. If we are unable to do this and the session has to be cancelled, we will give you a full refund for the session.

**Clothing and footwear:** You are responsible for bringing appropriate outdoor clothing and sensible footwear for the weather and for play in the woodland. We recommend long sleeves and trousers throughout the year and no open toed shoes. You should expect clothes and boots to become muddy and wet. We are happy to offer advice on suitable clothing and footwear if needed. Please also consider insects and how to avoid bites. All personal equipment is brought to the sessions at your own risk and we are not responsible for any loss or damage. We will provide any personal protective equipment that is required for the activities, such as gloves for tool use.

**Hygiene:** There are toilets with hand washing facilities in the Warley Woods pavilion. We also have hand washing facilities on site. We recommend washing hands before and after each session as well as before eating or drinking.

**Looking after yourself and others:** Our sessions require a basic level of good physical health, and you are responsible for making sure you and your child/ren are able to participate without any medical history that would make it dangerous to you or others to take part. You are responsible for informing us of any additional needs, dietary requirements or allergies at the time of booking.

Our sessions are delivered by competent, qualified, insured Forest School Leaders who are trained in paediatric first aid. Activities have been fully risk assessed. However, please note the following:

- Play in woodlands involves some hazards which participants should be aware of, including but not limited to uneven terrain, mud, slopes, slippery surfaces, rocks, log bridges, trees, stumps, tree roots, sticks, fungi and flora which can be harmful such as brambles and nettles and insects including bees and wasps. These hazards carry a risk of injury to participants but play in a natural environment also helps children to learn to identify and manage risks.
- We encourage children to be curious about the natural world whilst also taking steps to prevent avoidable harm. For example, we have a 'no pick, no lick' policy unless we are specifically doing foraging activities and the leader has advised that it is safe to pick something.
- Children may be involved in physical activities such as playing in mud and with natural materials, running, jumping and climbing. Other activities may involve some element of risk, such as working with tools, lighting fires and campfire cooking and children will be given guidance on safe practice.
- We have specific rules set by our insurance company – for example, limitations on the heights that anyone can work at – and set by us as part of our risk assessment. **Therefore, you and your child/ren must observe and adhere to all rules and instructions designed to keep everyone safe.**
- By booking you acknowledge and accept the risks and hazards involved in taking part in outdoor sessions, including loss or damage to property, discomfort, inconvenience or serious injury or death.
- You accept that natural areas can cause injury due to weather changes, rapidly changing obstacles and hazards. Participants take part in sessions/events at their own risk.
- If you have a complaint you should bring this to the attention of the organisers as soon as possible so action can be taken, if appropriate.
- We complete a site check prior to each session and will remove any unnatural items that we find, such as litter, dog faeces, however if you find anything else during the session please notify a session leader who will remove the item.

**Looking after nature:** We take a 'leave no trace' approach to our environment and consider ourselves to be guests in nature. We will insist that no litter is left on site and that activities are undertaken to minimise the impact on our site. We use natural materials wherever possible. Part of the learning at forest school is to develop respect and love of nature and develop understanding of how we take care of our environment.

We have permission of the Warley Woods Community Trust to hold fires on the site because we are qualified and insured to do so. Fires are not permitted in Warley Woods outside of professionally organised sessions and events.

**Behaviour:** We take a positive approach to behaviour and we seek to support learners to resolve conflicts and engage positively in sessions. We expect you to conduct yourself in a reasonable manner with appropriate language and actions and you must maintain control of all children in your care. Any behaviour or language deemed inappropriate or unsafe may mean you are removed from the session/activity and you will not be entitled to a refund.

**Photographs and video recordings:** We may take photographs and video recordings during sessions to share on our website and social media platforms and for marketing purposes. However, we will not include photographs of you or your child/ren unless you have given your consent at the time of booking. You may take photographs of your own children during sessions. Please do not take photographs of other people without their permission.