



**Leicestershire
& Rutland**
Wildlife Trust

Event Booking Terms and Conditions

How to book on events

Tickets for all events and activities must be booked (and paid for where there is a charge) online and in advance, unless otherwise stated.

You will receive confirmation of your booking and further information (where applicable) by email. In the unlikely event that you do not receive these or if you have a query regarding your booking, please contact us on 0116 262 9968 between 9am and 5pm Monday to Friday.

Transfers, refunds and cancellations

Tickets are non-transferable and non-refundable unless the event or activity is cancelled by the Trust. Leicestershire and Rutland Wildlife Trust reserves the right to cancel an event or activity. In these circumstances, you will be notified as soon as possible and alternative arrangements or a refund will be made.

All events and activities will run subject to a minimum number of attendees. In the event that Leicestershire and Rutland Wildlife Trust has to cancel an event or activity due to low numbers, extreme weather conditions or other circumstances beyond our control, we will inform you at the earliest opportunity. We will contact you using the email address or telephone number supplied on booking and will offer an alternative event or a full refund.

Events for families, children and young people

Adults can only book on family events if they are accompanied by children. All children at our events and activities must be accompanied by an adult, unless stated otherwise. Mandatory adult to child ratios will vary per event; this information will be provided with your booking.

The behaviour of children and young people at events and activities is the responsibility of the accompanying adult and should your child be deemed dangerous/disruptive during an event or activity you may be asked to leave. This will only be enforced should we deem there is a danger of injury to other attendees or staff/volunteers.

Adults attending regular children's activities run by Leicestershire and Rutland Wildlife Trust must adhere to our guidelines- *Adults at Children and Young People's Groups*.

We may use small ingestible resources and materials at our events and activities may not be suitable for children aged under 3. It is the accompanying adult's responsibility to supervise young children when these resources and materials are in use.

Dogs

Dogs are not allowed at events and activities (apart from trained assistance dogs).

Data protection and privacy

The contact details supplied will only be used for administrative purposes relating to the booking and requesting feedback on the event. Credit card details are not stored and personal details will not be shared with third parties. We will only contact you about Leicestershire and Rutland Wildlife Trust news and events if you have opted in to receive this information. Leicestershire and Rutland Wildlife Trust has a privacy policy which is available at the bottom of the main page of our website.

Information and guidance on attending our events

Weather and what to wear

Events and activities will take place in all weather conditions unless deemed unsafe. Please ensure that you dress appropriately for the weather - wear suitable clothing and footwear for the time of year and ensure adequate protection against the sun. Please bring own drinks and any food required for the event unless these are provided as part of the ticket.

Child Protection and supervision

All events and activities for young people, families and children will be led by a Leicestershire and Rutland Wildlife Trust staff member, contractor or trained key volunteer.

All Leicestershire and Rutland Wildlife Trust Education team staff and key volunteers have an enhanced DBS certificate and have undertaken safeguarding training. Leicestershire and Rutland Wildlife Trust has a Health and Safety policy and Safeguarding policy which are available on request.

Health and Safety

If you or a member of your party has tested positive for COVID-19 we politely request you not to attend the event or activity.

Every effort is made to ensure you have a safe and enjoyable time, but please note that you attend events and activities at your own risk.

If you become ill within a couple of weeks of attending one of our events or activities and go to a doctor, please remember to let them know about your attendance at our event or activity. A doctor will not automatically assume you have been in contact with ticks or water-borne pathogens or diseases, for example.

Leicestershire and Rutland Wildlife Trust Education team staff and key volunteers are trained in first aid.

Photo consent

We will only take photos of you and/or your child/ren if you have provided consent for us to do so upon booking.

If you are taking photos of your child/ren during sessions, please be careful not to include any other children in them.