



Wild Hearts Forest School Terms and Conditions

By booking with us you are agreeing to the following terms and conditions:

BOOKINGS AND PAYMENT

Forest School - schools will be invoiced on the last day of the month and must be paid within 14 days during term time.

Parties - full payment is required to secure the date.

Holiday Clubs - payment in full is required to secure a place on the day(s) requested. That place will remain open until payment is received.

DATA PROTECTION

Our handling of all information provided to us during booking 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 Hearts Forest School Activities.

PRIVACY POLICY

We do not share customer details with any 3rd parties. Contact details will be saved in order to advise of any future events.

RISKY PLAY

Our Benefit-Risk Assessment procedure ensures that all children and adults at Wild Hearts Forest School remain as safe as reasonably possible, whilst allowing the children to experience some degree of appropriate risk, which is important in their learning, development and enjoyment. Your child may sustain scratches, small cuts, grazes as a result of playing in the woods. This comes hand-in-hand with playing in the great outdoors! By sending your child to a Wild Hearts Forest School session or event, you accept this risk.

MEDICATION AND MEDICAL INFORMATION

The Session leader holds a current Outdoor and Paediatric First Aid Qualification. They will administer any first aid which they deem necessary and inform the parent/guardian during or at the end of the session.

It is your responsibility to ensure that we have your child's current medical information at the beginning of the session by completing a consent form and update us if any information changes. Any information that you give us will be treated in strict confidence and will not prejudice the inclusion of your child in any activity. It is in the interests of your child that you give us full and accurate information. You are also responsible for telling us of any behavioural issues your child may have (for example whether they have a Statement of Educational Needs, ADHD or have been diagnosed with behaviour on the autistic spectrum).

If your child requires medication (for example, an asthma inhaler or an EpiPen) then it is your responsibility to ensure they have their medication with them when they arrive and that we are aware of



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how to administer it. All medication should have your child's name and required dosage clearly marked. In the case of EpiPens we will expect you to provide **two** EpiPens. We will refuse to accept children requiring medication who do not have their medicine with them. You will not get a refund in these circumstances. *When providing provision in schools, it is the school's responsibility to make us aware of any medications or allergies in the group and provide us with asthma pumps and EpiPens as needed.*

Please apply any sun protection cream and insect repellent before the session starts. We reserve the right to reapply sun cream as deemed necessary by the session leader unless we are told not to prior to the session.

FOOD

Our session leader is trained in Level 2 Food Safety and will be responsible for overseeing any cooking on site. Any food allergies or dietary requirements should be detailed on the 'New Starter Form'. Wild Hearts Forest School will take no responsibility should an allergic reaction take place if we were not made aware of the allergies.

TICKS

Found Outdoors does have a local population of deer. Therefore, ticks may be present. We recommend checking your child for ticks after each session at Wild Hearts. These appear like small pinheads on the skin, dark brown or grey in colour. They may grow to the size of a small wart. The safest way to remove them is to use a tick twister which we have in our first aid kit or can be bought from your local vet.

ILLNESS

Please ensure that your child is well enough to come to our activities. In particular if your child has a fever or has suffered from vomiting or diarrhoea within 48 hours then please tell us and remove your child from the day. In these circumstances we will offer you another date in lieu. If your child becomes ill with any of these symptoms during a session, we'll contact you and we'll expect you to make arrangements to take them home.

We do not offer refunds in the case of illness although an alternative day may be offered at our discretion.

CLOTHING

The Scandinavians have it right: "No such thing as bad weather," they say, "only the wrong clothes."

Children turning up with the wrong clothing is the biggest problem we have. Having the right clothes and shoes can make the difference between your child having a great time and being miserable. It's up to you to make sure they come properly equipped, so please follow these guidelines:

You need to provide your child with appropriate foot and outer-wear – stout shoes or boots are essential (no flip-flops, sandals etc.) plus warm clothes and a waterproof outer layer (top and bottom). Long sleeves and long trousers (no shorts whatever the weather - brambles and nettles take no prisoners!). Please remember that the temperature in the woods in the middle of the countryside is always 5 - 10 degrees cooler than on your drive at home. If a child is too hot, they can shed a layer but if they are too



cold or wet, they cannot add what they haven't got! All clothing should obviously be clearly marked with your child's name.

Please note that Wild Hearts Forest School accept no liability for dirty, torn or lost clothing. For their own safety, we reserve the right to refuse entry to any child who is improperly dressed.

Sorry, we will offer no refund if you send your child in inappropriate clothes.

LOST PROPERTY

We do try to repatriate lost property at the end of every session. However, it is your (and your child's) responsibility to ensure that they leave with everything they turned up with. If you do find that something has been left behind then please let us know by email (wildheartsforestschool@gmail.com) and we will do our best to find it and arrange for you to pick it up. Needless to say, it's a lot easier for us to identify and return lost property if you have written your child's name in it.

ATTENDANCE AT SITES

No adults may accompany children on our Forest School sessions in the woods without prior arrangement with us. This does not apply to birthday parties where adults are welcomed to enjoy the family fun.

STAY AND PLAY

Activities which are advertised "stay and play" require the child to be accompanied by a responsible person over 18 years old. Any person attending our activities/events must adhere to our health and safety guidelines and follow the instructions of the activity/event leader. Such adults must not be under the influence of drugs or alcohol. Adults must be responsible for the behaviour of themselves and the children they are accompanying. They will be asked to leave if their behaviour is affecting the safety or enjoyment of the activity/event for other people attending.

BEHAVIOUR

It is important that your child is able to follow instructions to keep themselves and others safe. You are responsible for making us aware of any behavioural issues (including diagnosed or undiagnosed conditions) that your child may have prior to making a booking. We can then discuss the suitability of the session for your child. We encourage positive behaviour. In the event that your child behaves in some way that even we cannot deal with; we'll ask you to remove them from the activity. We also reserve the right to withdraw your child from any future bookings without refund.

LATE COLLECTION/UNCOLLECTED CHILDREN

The car breaks down- sometimes people are late, that's just life, and that's OK. But please tell us if you will be late in picking up your child, that is more than, say, a quarter of an hour. If you are more than 15 minutes late in collecting your child, without having agreed this with us previously, we will call the emergency contact details you have provided to find out the cause for the delay, and how long it is likely to last. We'll do our best to contact you and always leave a message if we can.



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Please note that if you are more than 15 minutes late to pick up you will be charged an additional £5 for every half hour, or part thereof.

While waiting to be collected, we'll look after your child and give them as much support and reassurance as necessary. Try to keep us informed though – it's scary for them (and us) if you don't turn up when we think you should.

SAFEGUARDING

We have a safeguarding policy and procedure followed by all staff & volunteers; it is available to parent's/carers on request. If you have any concerns relating to the welfare of a child, then please do contact us in the first instance. However, you can refer directly to the Children's Services or the Police if you feel a child is in imminent danger. Wild Hearts Forest School practitioners cannot promise confidentiality to a child in the event of a disclosure, it is our legal obligation to record and share a disclosure appropriately to the referral team.

PHOTOGRAPHS

With your permission, photographs and video footage may be taken of the children during activities, for use solely by Wild Hearts Forest School for promotional purposes, i.e. use on websites/ social media/ press releases etc.

When images are used for promotional purposes, only the image will be used, and no personal information will be issued.

We do not allow children to take photographs on site. Please do not send your child with a camera or a camera phone. If you do wish your child to have a phone with them for security purposes, please let us know and make sure your child understands that they must not take photographs while on site.

POLICIES AND PROCEDURES

For a copy of our policies and procedures in our Forest School Handbook please email us.

REFUNDS AND CANCELLATIONS

If we cancel an event, we'll book your child onto another day of your choice in lieu. This will only happen in the event of extreme weather conditions, lack of take up, or other events beyond our control.

If you cancel your booking more than 28 days before you're due to come to us then we'll either refund your money or offer you a day in lieu. If you cancel because of illness then see 'ILLNESS' above. In the event that a decision is made to cancel an activity all participants and parents/guardians will be informed at the earliest opportunity.

Forest School on your site - The only time it would be dangerous to continue with Forest School would be during storms or high winds of 35mph+. If the weather does prevent a session, then the Forest School leader will adapt the activities to be delivered indoors. If any of the agreed dates are cancelled by the school, then payment will still be required for that session.



Events (including school trips)- If you cancel an event that you have booked with us you will be liable to pay the following:

- **£100** with 28 days or more notice
- **Full balance** with less than 28 days notice

We are a small business and cancellations have a huge financial impact on our business and what we can offer, thank you for your understanding.

WEATHER

Courses in the woods with no option of shelter inside will not run if the Met office weather forecast shows a predicted wind speed (gust or continual speed) of 35 mph or above for any part of the session, or snow making public roads impassable. In these circumstances we will make a decision to cancel by 4pm on the day before at the latest. If we cancel because of adverse weather, you will be offered a day in lieu, refunds will only be at our discretion.

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