



TERMS AND CONDITIONS

At BEING Outdoors CIC, we want to keep our terms and conditions straightforward. We hope you feel these provide clear guidelines of what we can expect from each other during our time together.

Payment, refunds & Cancellations of sessions

All sessions / programmes must be paid in full online at the point of booking at our booking website www.bookwhen.com/beingoutdoorscic or by BACS.

Cancellations by parents / carers

For our block booking programmes if you cancel within 1 week of the programme starting, we will issue a full refund. Cancellations less than 1 week before the programme starts cannot be refunded.

As our sessions are priced to provide value for money as well as to provide experienced FS leaders and low adult to child ratios, we are unfortunately unable to process refunds due to you no longer being able to attend sessions within the block. You are welcome to gift your space to a friend (do let us know if this is the case so we can arrange for permissions to be processed).

If there are exceptional circumstances for absence contact one of our directors and we will see if we are able to carry the session over to another programme.

Where bookings require a deposit, we need 2 weeks' notice to refund your deposit.

Cancellation due to staff illness

If any of the BEING Outdoors CIC staff are too ill to run the session, we will try to replace them to ensure the session can still go ahead. If this is not possible the session will be postponed and we will offer everyone an alternative date / session in lieu for the next half-term or issue a refund.

Cancellation due to extreme weather

At BEING Outdoors CIC sessions, we go out in all weathers except extreme conditions where safety is our top priority. If there is strong wind or extreme thunderstorms which pose an unacceptable risk the session leader will decide to cancel. We will rearrange the session or provide a session discount on your next block booking / session.



Consent Forms for medical, allergies, food preferences and photography permissions

These must be completed online at our booking website www.bookwhen.com.beingoutdoorscic when you book.

For parties, all participants must complete an online booking form at our booking website at least 48 hours before the commencement of a party for which you have booked.

We also require any changes to information submitted on our medical/consent forms to be shared with us, for the comfort and safety of all attendees.

Inhalers / Epipens / insulin dependents

If you or your child requires any of the above, the medication must be brought to the session/s for use in case of an emergency by the parent / carer of the child or a First Aider, and be clearly labelled with you or your child's name.

If you or your child arrives for a session without their emergency medication then the session Leader may refuse entry to the session (for the protection of both session participant and staff/volunteers)

Clothing and Kit Tips

Suitable clothing, for the environment and the weather are really important. The following has been prepared as a guide to help you prepare your child for his/her Forest School experience.

Old clothes and layers work really well and extra socks!!!

Suitable clothing (dependent on the season!)

- Long sleeved T-Shirt or shirt
- Fleecy top or jumper
- Long trousers / joggers
- Thick Socks that stay up inside Wellington boots
- Wellington boots or waterproof shoes/boots if you have them (we have spares)
- Waterproof coat / thick coat in colder weather
- Waterproof bottoms for those who like enjoy getting muddy
- Hat / cap / sunhat
- Gloves
- Spare socks / jumper / hoody / trousers

We have spare tops / wellies / waterproofs / hats and gloves as well to support the wellbeing of the children.

Our Policies and Procedures to ensure everyone has a safe time

All our policies including Safeguarding, Data Protection and Health & Safety can be found in our BEING Outdoors CIC Handbook which is available at our booking website or online at: www.beingoutdoorscic.org.



Protecting your privacy

Any personal information, stored on paper, relating to adults or children attending sessions will be destroyed after they have finished their attendance. Emails provided for booking purposes will not be automatically added to our mailing list, you will always be asked if you want to subscribe to our list via the booking website to receive regular news and updates about our sessions.

Any photos and videos taken during the sessions for marketing or social media purposes will only be taken with permission of participants / parents / carers.

Feedback and Concerns

We encourage all participants and carers/parents to give us feedback about their experience at any of our sessions. We actively encourage a two-way conversation about anything that has caused/is causing concern. Feedback can be given verbally, in person, by telephone, or in writing by email.

We aim to be as open, honest and as straightforward as possible with carers/parents to maintain a constructive two-way flow of communication.