



BOOKING TERMS AND CONDITIONS

Birthday Parties, Education Group Visits & Woodland Adventure Club

Securing a booking

Your booking will be secure once we have received a completed booking form and full payment for the service to be provided. Payment details are as follows:

Account name: A Touch of the Wild

Sort code: 08-92-50 Account number: 68537858

Cancellation and Refund Policy

If we cancel or postpone your booking

In the unlikely event that we need to cancel or postpone a booking due to circumstances beyond our control (such as extreme bad weather or staff illness), we will contact you by phone as soon as we are aware and discuss an alternative with you.

Birthday Party booking - we will offer you an alternative time or date to suit you or a full refund

Woodland Adventure Club booking - we will offer you a refund; we may be able to offer an alternative date depending on availability

Education group visit - we will offer you an alternative date to suit you or a full refund

Poor weather conditions

Every effort is made to run activities outdoors in all weather conditions, however in the event of high winds or extreme weather conditions, activities may be re-scheduled or cancelled. A Touch of the Wild reserves the right to alter, re-schedule and cancel activities at any time. If activities are cancelled, A Touch of the Wild will offer to refund or re-schedule at a time that is mutually convenient.

If you cancel your booking:

- 4 weeks prior to the date of your activity, 30% of the total cost will be charged and the rest will be refunded.
- 2 weeks prior to the date of your activity, 50% of the total cost will be charged and the rest will be refunded.
- 1 week prior to the date of your activity, no refund will be issued.

Activities are priced on a minimum number of participants taking part, if this number is not reached A Touch of the Wild reserves the right to re-schedule or cancel the activity. If the activity is cancelled for such reason, a refund will be issued.

Refunds will not be issued if:

- Participants do not attend the day due to personal reasons and illness.
- A Touch of the Wild staff asks a participant to leave due to misbehaviour which is deemed detrimental to themselves and/or others.
- A child/family/group is unhappy with our programme of activities. We will however listen to any complaints or concerns and deal with them on a case by case basis.

Liability

A Touch of the Wild activities often take place in woodlands and green spaces, so by their very nature are not entirely free from hazard. We make every effort to minimise risk to participants and ensure that Health & Safety issues are identified and communicated. As such A Touch of the Wild accepts no responsibility for accidents or injury and that participants take part in our activities at their own risk. A Touch of the Wild reserves the right to exclude any person whose behaviour endangers themselves or others, and is deemed inappropriate.

Health and Safety

At A Touch of the Wild, we take Health and Safety very seriously. All staff are DBS (Disclosure & Barring Service) checked, qualified group leaders, first aid trained and carry a First Aid kit at all times.

Participants Health and Fitness

The activities offered by A Touch of the Wild may be strenuous at times, but are within the capabilities of children and adults in good health. Participants should ensure that they are in a satisfactory state of health before booking. Participants are requested to provide any relevant medical and dietary information at the time of booking so that necessary arrangements can be made.

Medical Emergency consent for Woodland Adventure Club & Birthday Parties

I authorise any A Touch of the Wild staff holding a current first aid certificate to administer first aid treatment to my child/children. This may be in the form of minor or major life saving treatment. I authorise A Touch of the Wild to consent to any X-ray, examination, anaesthetic, diagnosis, treatment, and/or hospital care that may be recommended by a licensed physician or dentist. For minor illnesses or injuries, I understand that A Touch of the Wild will attempt to contact the parents/guardian at the earliest practicable opportunity. For major illnesses or injuries, A Touch of the Wild will attempt to contact the parents/guardian before the commencement of any medical treatment, unless the child's condition is such that treatment must be commenced immediately before contact with the parents/guardian can be made. Even if the parents/guardian cannot be reached, this authorisation remains in full force and effect.

Promotion consent

By signing the photo consent form, you authorise A Touch of the Wild to use photos and video footage taken during your activity to be used explicitly for a Touch of the Wild marketing and promotional material and social media including facebook.

Children with special needs

If your child or a child in your group has a learning/support mentor at school we require you to provide a similar mentor to support your child during the A Touch of the Wild or Woodland Adventure Club programme. The mentor must be a qualified person with credentials which can be checked. This person must have a CRB certificate. If A Touch of the Wild staff are not informed of your child's special needs during the booking process, you will be contacted and asked to provide a support mentor. If you are unable to do so, you will be required to collect your child from the A Touch of the Wild programme. This condition is in place to keep your child safe and secure in an outdoor learning environment.

Complaints

If you have a complaint or are unhappy with any aspect of A Touch of the Wild please email info@atouchofthewild.co.uk or use the contact form provided on the website. Any complaint will be acknowledged within 5 working days and a resolution or explanation proposed within 30 working days. All complaints will be dealt with fairly and in the strictest confidence. No information supplied will be used for any other purpose other than to respond to the complaint.