

## Terms and Conditions

The Practical Play Forest School's Terms & Conditions aim to present an open, fair and a straight forward structure for all who wish to undertake sessions or workshops with us. We aim to provide the highest quality outdoor experience for all our participants. This extends through into the equipment we use, as well as with any external companies/practitioners that we may work with from time to time.

This information should be read carefully before completing any of the formal Consent Forms, and paying for your booking. Please ensure to tick the box on the consent form to clarify that these T&Cs have been read and understood. Upon completion of the formal booking process (submission of Consent Form/payment) the client(s) named on the booking will have agreed and entered into a contract on the basis of these Terms & Conditions. Please do not hesitate to contact us if you have questions/queries prior to completing your booking.

### Confirmation of Booking

A place for a session will only be confirmed upon receipt of the appropriate Consent Form and full payment has been made. You will be sent an email to confirm your place on the programme/workshop upon receipt of both Consent Form and payment. Payment is currently made via the booking system on the Oakline app. Bookings are made on a first come, first serve basis, and allocated upon receipt of both the Consent Form and full payment (as stated above)

### Cancellation / Refunds

The Practical Play Forest School sessions and workshops will run in all weather conditions, and we will endeavour to deliver our programmes in all conditions where it is safe to do so. If we need to cancel due to safety concerns (such as adverse weather; extremely high winds, lightning, etc.) all clients will be notified as early as possible. We will make these announcements via email, through the Oakline app and social media. If possible, we will move our session indoors and provide alternative activities still inline with our Practical Play ethos. If a session is cancelled due to safety reasons, we will offer an alternative session date if/where possible. For Forest School programmes, and where

an alternative date is not possible, a refund will be issued. Where a refund is offered, it must be accepted by you, and issued within 14 days of it being offered to you by Practical Play Forest School.

We are continuously monitoring the weather conditions and always hope to make decisions regarding the cancellation of sessions/workshops due to adverse weather before they are due to take place. However, weather can be unpredictable, and in the unlikely event of extreme weather arising when a session/workshop is already taking place, causing concern for the safety of participants or staff, we will need to cancel the session early. Parents of children in any of our drop-off sessions will be contacted to collect their children immediately. However, if there is availability of an indoor space, we will continue the rest of the session inside. Please note that no refund will be provided in this instance.

If a session or workshop is cancelled due to staff illness we will offer an alternative date where possible, and where this is not possible a refund will be offered. Where a refund is offered, it must be accepted by you, and issued within 14 days of it being offered to you by Practical Play Forest School.

Practical Play Forest School reserves the right to cancel sessions or workshops where participant numbers no longer make it viable to deliver.

A booking for a programme/workshop/party may be cancelled, via the Oakline app 7 days or more, prior to the first session/workshop taking place. In this instance, a full refund will be issued. Any cancellation of booking between 0-7 days before the start of the session/workshop will be liable to pay the full cost of the programme/workshop, and no refund will be issued.

Practical Play Forest School reserves the right to terminate a participant's place on a programme/workshop with immediate effect should there be a breach of our terms and conditions, or policies, which are in place to ensure the safety and enjoyment of all participants and staff on our programmes/workshops. Any persons attending one of our programmes/sessions who is deemed to be behaving in an inappropriate manner, displaying offensive or aggressive behaviour, or under the influence of drugs or alcohol, or in breach of any of our policies will be asked to leave the site immediately. Any

parent/guardians in breach of our terms and conditions or policies will risk the cancellation of their child's place, where a refund will not be issued.

Absence due to holidays and illness - Please note that, regrettably, to ensure continuity of service, we cannot offer refunds or credits for sessions/workshops where participants are absent due to holidays or illness.

Covid-19 Local/National Lockdown - Where either a Local or National Lockdown may require us to cease the delivery of any of our sessions/workshops, we will either offer an alternative date, or a refund, depending on which will be most appropriate.

#### Associated Risk / Liability

All sessions/workshops are delivered outside, and the content of delivery does come with associated, yet appropriate risks. The participation in any of Practical Play Forest School's sessions/workshops is entirely at your own risk, and Practical Play Forest School is not liable for any injury, damage to or loss of personal property, unless caused through the proven negligence, breach of duty of care, or lack of due diligence by Practical Play Forest School or authorised professionals working with them. Practical Play Forest School have all relevant health & safety measures, including appropriate Covid-19 procedures, in place to support the safe delivery and participation in our sessions/workshops. Our full handbook, policies and risk assessments are available to view during any of our sessions/workshops.

#### Health / Medical / Dietary

The Consent Form has a section to record all relevant health, medical and dietary information about participants, and any accompanying adults (where it is a parent and child session/workshop)

All health, medical (including allergies) and dietary information must be disclosed prior to the commencement of any session/workshop. Any changes to this information must also be shared and updated with Practical Play Forest School. Any Inhalers/Epipens/insulin, etc. must be brought to the session/workshops for use in case of

an emergency, by either the parent of the child, First Aider (session/workshop leader) or Medical Emergency personnel where appropriate.

#### In Loco Parentis

In booking with us, parents/guardians consent to the use of such physical contact with children as may be appropriate, lawful, and necessary for the safe and effective delivery of our sessions/workshops. This most commonly relates to things such as tool work, and aspects of health & safety, to maintain safe practices within the session/workshop, or for the delivery of First Aid. Any necessary physical contact with participants is, also, always undertaken with the participant's permission to do so.

#### Clothing and equipment.

It is the responsibility of the parent/guardian to ensure that participants are dressed in suitable attire to be outside. Long sleeve tops and trousers are required along with suitable footwear. More detailed information will be sent out as part of the booking process. Parents/guardians need to be aware that their child may return from sessions muddy and/or wet and that clothing may be damaged.

Being in a woodland and grass environment increases the possibility of tick bites therefore, it is highly recommended that parents/guardians perform a detailed tick check on their child once they are home. If a tick is found on a participant during the session, by the parent/guardian consenting to the Terms and Conditions allows the First Aider to remove the tick.