**Terms & Conditions**

**We try and keep our terms and conditions straightforward.**

**Payment**

Payment in advance via the website which uses the gateway provider STRIPE.

**Cancellation by Treetops Forest School**

Forest School sessions carry on in all weathers expect those considered to pose adverse risk such as very high winds and thunderstorms. In such cases the session will be cancelled and a FULL refund will be given where the session cannot be re-arranged.

**Cancellation by a Parent/Career**

Refunds will be given where cancelations are made at least 14 days prior to the session after this then a voucher will be given for the value of the session to be used at a later stage. We are more than happy for you to gift the space to a friend.

**Medical and Photo Consent**

A consent form must be completed and signed online at the time of booking. You have a right not to consent to photographs.

**Inhalers/Epi-pens/Medication**

If you child has any medical needs or may need any medication during Forest School, please add it to the booking form and speak one of the Forest School staff.

**Keeping Safe and Happy**

See separate kit list

**Safeguarding**

We have policies and producers in place, if you have any questions relating to safeguarding please speak to Siobhan Bamforth.

**Behaviour**

We encourage positive behaviour, if you child is struggling during the session then a Thrive approach of ‘Attune, Validate and Contain’ will be used to try and de-escalate the situation. We are committed to positive behaviour management and understand that children need time. Children’s behaviour is very much managed as a partnership between the leader and parents/carers and will therefore it will be discussed regularly if needed. Children’s self-esteem and self-respect is nurtured and we will try at all times to be inclusive. Adults will talk to children positively and calmly and praise the good behaviour rather than highlight the negative behaviour. If however, your child is displaying unsafe behaviour either towards themselves or others then decisions will be made to cancel future sessions.

**Feedback and concerns**

We encourage all feedback about their experiences. We actively encourage feedback and this could be via the website, email, Facebook or Instagram.

Updated May 2025