



Terms and Conditions and Cancellations Policy

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This document relates to any sessions run by Wild at Heart and it is assumed that this policy has been read and accepted prior to any booking any of its sessions.

General

Wild at Heart sessions are run by a qualified Forest School Leader Level 3 who is Paediatric First Aid at a minimum. All sessions are planned ahead and risk assessments completed in line with health and safety requirements or guidelines. These are available on request. All staff and volunteers will hold an enhanced DBS certificate in order to work with children and/or vulnerable adults. This will be renewed at a maximum of every three years.

Booking procedure

Booking should be made directly with Wild at Heart and for first time attendees a registration form completed. The Forest School Leader will then contact you for any further information and/or payment. Payment is by bank transfer in advance. Confirmation of place will only be provided on full payment. It is your responsibility to make us aware of any medical conditions, allergies or other information that is relevant to your attendance.

Cancellations

Cancellation by Wild at Heart

Wild at Heart will endeavour to run their sessions in all weathers with the exception of:

- Forecasted winds or wind gusts of 38mph+
- Forecasted lightning storms
- If the site has been made unusable by recent persistent wet weather.
- Leader's illness or injury

If this is the case the leader will endeavour to move the session to an alternative nearest date and if this is not possible we will credit your account for another session.

Cancellation by attendee

We are unable to give refunds for any cancellations received within 72 hours of the session date and time. If notice of 72 hours+ is given, you have the option to move the payment to an alternative date and time.

Clothing and Footwear

In order to ensure the comfort and safety of attendees, it is recommended that clothing is worn suitable for the environment and weather. At all times of the year this should include long sleeves and trousers and suitable footwear for outdoor environments. If the weather is cold or wet, please ensure a waterproof and/or winter coat is worn. From experience, inappropriate clothing can dramatically alter the enjoyment of the session by the attendee.

Photography and Videos

Wild at Heart will only take photographs or videos of the attendees if permission has been granted on the registration form by that person or their parent/carer in the event of a child. If consent has been given the media will only be used for the purpose of Wild at Heart and not given to any third party organisation.

Behaviour

Wild at Heart has a zero tolerance rule around negative behaviour that impacts the rest of the group. If an adult arrives at the session intoxicated on alcohol or drugs or display violent or destructive behaviour they will be asked to leave. For children, if behaviour cannot be managed by the leader then a conversation will occur with the parent/carer to determine if the setting is appropriate for that child. During the sessions there may be use of sharp tools and an open fire within a fire pit, all attendees must abide by the safety instructions provided by the leader.

Insurance and liability

Wild at Heart has public liability insurance cover and the landowners have public liability insurance also. Participation in the sessions and any activity within the session is entirely at yours or your child's own risk, without any proven negligence, breach of duty of care or due diligence by Wild at Heart or any visiting professionals.

Change of terms and conditions

We reserve the right to change these terms and conditions without notice.