

## **Booking Conditions - Moonfull Ltd**

Thank you for choosing Moonfull. We create nature-based experiences that are thoughtful, seasonal and immersive, designed to reconnect people with the natural world.

Our offerings include Foraging Experiences, Natural and Wild Winemaking Workshops, Nature Trails & Wild Tales, Digital Detox Retreats, and bespoke events tailored for individuals, private groups and corporations.

All experiences are hosted by the founders, Sherel Rutherford and Duncan Foster.

### **Booking and Confirmation**

All private and corporate bookings must be confirmed in writing via email. Once your event details have been agreed, an invoice will be issued by email to secure your booking.

Dates are not held without confirmation and payment. Short notice bookings incur an additional fee to cover accelerated planning and delivery, which has been included in the updated invoice.

### **Payment Terms**

For events taking place within 28 days of the booking date, full payment is required at the time of booking.

For events taking place more than 28 days in advance, a 50% deposit is required to secure the date, with the remaining balance due on the day of the event.

Your booking is only confirmed once payment has been received.

### **Cancellations and Changes**

We understand that plans can change. Any amendments to your booking should be made in writing with as much notice as possible.

Changes to private bookings require a minimum of 5 working days notice.

Refunds are considered on a case-by-case basis, taking into account notice given and any costs already incurred.

In the unlikely event that Moonfull needs to cancel or amend an experience due to circumstances outside of our control, refunds or alternative arrangements will be offered on a case-by-case basis and confirmed in writing.

### **Delivery of Experience**

All experiences are delivered in line with the agreed proposal. Final details including location, timings and group size must be confirmed in advance to ensure the highest quality experience.

### **Donations and Ethos**

Moonfull is rooted in a deep respect for nature and community. 50% of our profits are donated to green initiatives across the UK, supporting environmental restoration, biodiversity and grassroots projects that protect and regenerate the land.

**Contact**

For all enquiries and bookings:

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