

Community Connections



**COMMUNITY
CONNECTIONS**
Nurturing Communities, Embracing Nature

TERMS & **CONDITIONS**

Commencement Date: 06th January 2024

Review Date: 06th January 2025

Signed :Mrs N Butler

PAYMENT TERMS & CONDITIONS RISKS & LIABILITIES

By using the services offered of Community Connections you accept and agree the Payment Terms and Conditions of this agreement. In addition, when using these services, you shall be subject to any guidelines or rules that may be applicable. Any participation in the services offered constitute acceptance of this agreement.

General Payment Terms

Payment for term packages are due 6 weeks before the first day of term and can be paid via BACS in advance of commencement of term. A reminder will be sent out. Payment is due in full for the term.

Payment for a one-off session can be made by BACS in advance upon booking

Payment should be made in full. If you have funding through an agency or organisation or any other sources, please ensure we are aware of where we send the invoice to.

Placements: All placements are paid ahead of term and/or ahead of starting (pro rata for starting inside the term) and there are no discounts or refunds available for non-attendance.

Sun Protection • It is your responsibility to make sure your child has appropriate clothing and sun protection.

Adverse Weather Conditions

If we are unable to run due to adverse weather conditions, we will offer a credit for another day.

We will notify you of any closures by email, text or call.

If your child is unable to attend during adverse weather conditions but the camp is open, no refund will be applicable.

Adverse weather conditions are determined by an Amber, or Red weather warning that is issued by the met office website: www.metoffice.gov.uk

If it rains, all our days run as we provide a wet weather programme. We do not provide refunds due to days not attended because of rain.

Clothing to Wear

Students to dress according to the weather, waterproofs if wet, in winter waterproofs warm clothing and wellies, in summer cool clothing, enclosed shoes (no sandals or open-toed) hats and suncream. Long shorts.

No short shorts are allowed.

Risks & Liability

Farm animals may carry a number of infections that can be harmful to people. Whilst every effort will be made to minimise these risks, we request that visitors read the HM Government guidelines on "Avoiding Infection on Farm Visits") and thoroughly wash their hands at the end of the session and use the disinfect mat to disinfect shoes before leaving the site.

Although working with animals in a therapeutic setting has many benefits it should be remembered that animals are unpredictable. There are also areas of significantly uneven ground, muddy areas, wired fencing.

No animal will be forced to participate in sessions should one of our staff determine the animal to be reluctant.

Should any persons accessing Community Connections become aggressive towards one of our staff and/or animals we reserve the right to make a decision whether or not it is appropriate for us to continue with the sessions/placement.

Operational Term and Conditions

At Community Connections we will make every effort to provide the service agreed, we will not be liable for any failure to provide the service or any part of the service that is caused by issues that is beyond our reasonable control including, any suspension of the service resulting from emergencies, repair, maintenance and upgrades to our site or systems.

We may, where we consider it appropriate for your or other persons protection, suspend, withdraw, or restrict the use of Community Connections or any part of the service. We will tell you as soon as practicable if we take such action.

We may also end the operation of the Community Connections service at any time by giving you reasonable notice. We will not be liable to you or any third party for any indirect or consequential loss or damage, or for any loss of data, profit, revenue, or business, howsoever caused.

Community Connections will not be liable for any failure to perform its obligations under this Agreement caused by matters beyond its reasonable control.

This policy was last reviewed on: 6th January 2024

Signed: N Butler

Renew Date 6th January 2025 or as needed