

Wild Wilf's Forest School Holiday Club

Terms & Conditions



These Terms & Conditions apply when a parent or guardian (“you”) books a child (“participant”) into **Wild Wilf's Forest School Holiday Club** (“the Club”) through our online booking system. By completing a booking, you agree to the following:

1. Bookings & Payments

- All bookings must be made through our online booking platform.
 - Full payment is required at the time of booking unless otherwise stated.
 - Your child's place is only confirmed once payment has been received and you have received a confirmation email.
 - We reserve the right to refuse a booking if we believe the Club is not suitable for your child's needs or if capacity has been reached.
-

2. Cancellations, Refunds & Amendments

- **Cancellations by you:**
 - More than 14 days before the session: full refund or credit note.
 - 7–14 days before the session: 50% refund or credit note.
 - Less than 7 days before the session: no refund unless exceptional circumstances apply.
 - **Cancellations by us:**
 - If we must cancel due to staff illness, extreme weather, or safety concerns, you will receive a full refund or the option to transfer to another date.
 - **Amending bookings:**
 - Changes are subject to availability and must be requested in writing.
-

3. Participant Information & Medical Needs

- You must provide accurate, up-to-date information about your child, including medical conditions, allergies, additional needs, and emergency contacts.
- You agree to update us immediately if any details change.

Wild Wilf's Forest School Holiday Club

Terms & Conditions



- We may contact you for further information if we feel we need clarity to support your child safely.
 - We reserve the right to refuse participation if essential information is withheld or provided too late for us to plan appropriate care.
-

4. Health, Safety & Behaviour

- Forest School activities involve managed risk. By booking, you acknowledge that minor injuries (scratches, bumps, stings, etc.) may occur as part of outdoor play.
 - Children must follow staff instructions to ensure their own safety and the safety of others.
 - We reserve the right to remove a child from the session if their behaviour poses a risk or significantly disrupts the group. No refund will be issued in such cases.
 - If your child becomes unwell during the session, you must collect them promptly when contacted.
-

5. Clothing & Personal Belongings

- Children must arrive dressed appropriately for outdoor, all-weather activities (e.g., waterproofs, sturdy footwear, warm layers).
 - We are not responsible for loss or damage to personal items brought to the Club.
 - Please label all clothing and belongings clearly.
-

6. Drop-off & Collection

- You must drop off and collect your child at the agreed times.
 - Only authorised adults listed on the booking form may collect your child unless prior written permission is provided.
 - Late collection may incur an additional fee.
-



7. Food, Snacks & Allergies

- You are responsible for providing your child with a packed lunch, snacks, and a filled water bottle unless otherwise stated.
 - We operate a strict **no-nut policy**.
 - You must inform us of any allergies or dietary requirements during booking.
-

8. Weather & Environmental Conditions

- Sessions run in most weather conditions, including rain and cold.
 - In the event of extreme weather (e.g., high winds, lightning), we may modify activities or relocate to a safer area.
 - If conditions make it unsafe to run the session at all, we will cancel and offer a refund or transfer.
-

9. Photography & Media Consent

- During booking, you will be asked whether you consent to photographs or videos of your child being used for promotional or educational purposes.
 - You may withdraw consent at any time by contacting us in writing.
-

10. Liability

- We maintain appropriate insurance for all activities.
 - We are not liable for injuries resulting from failure to follow staff instructions or from undisclosed medical conditions.
 - We are not responsible for loss or damage to personal property.
-

11. Safeguarding

- We follow strict safeguarding policies and all staff are DBS-checked.
 - If we have concerns about a child's welfare, we may follow statutory safeguarding procedures, which may include contacting external agencies.
-

Wild Wilf's Forest School Holiday Club

Terms & Conditions



12. Data Protection

- Personal information collected during booking is used solely for administering the Club and ensuring your child's safety.
 - We will not share your data with third parties except where required by law or for safeguarding purposes.
 - You may request access to or deletion of your data at any time.
-

13. Changes to Terms & Conditions

- We may update these Terms & Conditions from time to time.
 - The version in effect at the time of booking will apply to your session.
-