

Forest School & Outdoor Learning Training Booking Conditions

Revised Sept 2022

1. Deposit payment

- A deposit is required to be paid at the time of placing a booking to reserve a place on a course.
- The Surrey Wildlife Trust Finance Department will email a deposit invoice with reference to the booking to the Invoice/Accounts email address specified on the booking form.
- Payment of the deposit must be received within 30 days of the invoice date, or at least 30 days prior to the course start date, whichever is soonest.
- Note: payment of the full course fee is required if the booking is placed within 30 days of the course start date. To secure a place, full payment must be received prior to the course start date.

2. Balance payment

- The Surrey Wildlife Trust Finance Department will email a balance invoice with reference to the booking to the Invoice/Accounts email address specified on the booking form.
- To secure a place on a course, payment of the balance invoice must be received within 30 days of the invoice date, or prior to the course start date, whichever is soonest.

3. Refunds

- Our courses can only be run in the event that we have sufficient bookings.
- We reserve the right to cancel a course at any time. In this case, we will inform you immediately and a full refund will be given.
- If you cancel your booking more than 30 days before the training course commences, then a full refund will be given.
- Should you cancel your booking within 30 days of the course start date, you will be offered an alternative date if possible. A refund will not be given. At SWT's discretion, we may consider a potential transfer of your booking to another person (who must also satisfy the course entry requirements) but only if the course has not already commenced and there is administrative time available to enable us to do so. An additional administration fee of £30 will apply per transferred booking.
- Course attendance is not transferable to another person after the course has commenced. Should you cancel your course after the course start date, a transfer will not be considered and a refund will not be given.

4. Safety and first aid

- All training activities run by the Surrey Wildlife Trust are run with safety as a priority. A risk assessment will be carried out prior to each training day and our Forest School Trainers are First Aid trained.
- There will be safety instructions where necessary as part of the session, which we expect all participants to follow.
- Please inform the bookings administrator of any dietary requirements or medication taken. Please bring any medication needed and make the course leader aware of where it is.

5. Clothing and Equipment

- All participants should be adequately prepared for the outdoors. Clothing should be suitable for getting muddy/torn.
- Winter: warm clothes and waterproofs.
- Summer: hats, suncream and plenty of water should be brought; waterproofs if it looks like it may rain.
- We recommend long trousers and long-sleeved tops, even in the summer, to help prevent bites, scratches and ticks. Insect repellent may be applied if wished.
- Footwear should be sturdy trainers or boots to reduce the likelihood of slips, trips and falls.

6. Inclement weather

- Our training will run unless the weather poses a threat to the safety of our attendees or staff.
- In the case of bad weather forcing us to halt outdoor activities, we will aim to offer alternative options where possible (some of our sites have access to a building).

7. Refreshments

- The Forest School training lasts all day from 9.30am-4.30pm. All participants are required to bring their own packed lunch and drink.
- In addition, we may also cook various treats over a campfire.
- Nower Wood is a nut-free centre and so please avoid any food containing nuts in your packed lunch if your course takes place at this location.

8. Property

- If the participant causes any damage to our property, equipment or building (beyond that caused by reasonable use), then we reserve the right to recover costs of replacing or repairing the item/s from you.
- Surrey Wildlife Trust takes no responsibility for the attendee's property, either in the field or in the buildings.

9. Variation of conditions

- Surrey Wildlife Trust reserves the right to vary its booking conditions from time to time as necessary.
- All bookings will be subject to those conditions prevailing at the time of booking confirmation.

10. Data Protection

- We require a contact email address in order to send you information about your booking. You can opt in to receive additional communications and you can opt out of these at any time.
- Your data will be stored and processed in accordance with our Privacy Policy - <https://www.surreywildlifetrust.org/policies>