

Surrey Wildlife Trust
Adult Learning Course
Terms & Conditions of Booking

April 2022

1. Booking

If a booking has been completed directly through the Eventbrite system, no ticket is required to attend your event. If the booking was made over the phone with Surrey Wildlife Trust, no ticket will be required.

2. Inclement Weather

Our events will take place 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 indoor options, where possible.

3. Clothing & Equipment

All participants attending a course that is partially or totally taking place outdoors, should wear appropriate attire suitable to the activity. We recommend long trousers and long-sleeved tops, even in the summer, to help prevent bites, scratches and ticks. Insect repellent is advised. Hats, sun cream and water bottles are also recommended in the warmer months.

4. Safety & First Aid

All courses offered by the Surrey Wildlife Trust are run with safety as a priority. A risk assessment will be carried out prior to every event and there will always be a First Aider on site.

5. Refunds

We reserve the right to cancel an event at any time. In this case, we will inform you immediately and issue a full refund.

If an attendee cancels a booking before 30 days prior to the event, then a full refund will be given. However, should an attendee wish to cancel a booking within 30 days of the event, if there are people on the waiting list and we are able to resell this ticket, then we will consider a full refund.

6. Data Protection

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

7. Variation of Conditions

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

