

## Family Event Booking Conditions

Revised February 2025

By making this booking you are confirming that the below information has been approved by the parent/guardians of the children that you are making a booking for.

### 1. Safety and First Aid

- All activities run by Surrey Wildlife Trust are run with safety as a priority and our Education Leaders are First Aid trained.
- If anyone in your group has learning difficulties or medical needs that our tutors need to be made aware of, then please ensure they are informed of any relevant details as soon as possible.
- Children must be accompanied by an adult at this event who will act in loco parentis.

### 2. Declaration and Consent

Attendance at an event implies that you as the parent/guardian have agreed to the following:

"I understand that every effort will be made by the event leaders to ensure the safety of my child. I undertake that my child will be adequately and safely equipped and clothed for the activities planned and for the outdoor setting.

I have informed the bookings administrator of any medical information and/or special educational needs regarding any child I am responsible for that are relevant to the planned activities.

I consider my child medically fit to take part in the event and I understand that the event leader has the right to exclude my child from the activities if, in the leader's opinion, the child's behaviour, illness or other condition puts the safety of my child, or other children at risk."

### 3. Clothing and Equipment

All participants should be adequately prepared for the outdoors:

- Clothing should be suitable for getting muddy/torn
- Winter: warm layers and waterproofs
- Summer: hats, sun cream and 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 is advised
- Footwear should be suitable outdoor shoes, ideally boots, to reduce the likelihood of slips, trips and falls.

### 4. Property

If any damage occurs to our property, equipment or building by attendees beyond that caused by reasonable use then we reserve the right to recover costs of replacing or repairing the item/s from the adult listed on the booking.

### 5. Inclement Weather

- Our events will run unless the weather poses a threat to the attendees and staff safety, on the condition that all attendees are appropriately dressed.
- We will aim to offer alternative indoor activities where possible, although this may not always be an option.

### 6. Refunds

- Unfortunately our sessions can only be run in the event that we have sufficient bookings.
- We reserve the right to cancel an event and in this case, we will inform you immediately and a full refund will be made.
- If you cancel your booking before 30 days prior to the event, then a full refund will be given.
- Should you cancel your booking within 30 days of the event, if there are people on a waiting list and we are able to resell your place, then we will consider a refund.

### 7. Variation of Conditions

- The SWT Education Department reserves the right to vary its booking conditions from time to time as necessary.
- Bookings will be subject to those conditions prevailing at the time of booking confirmation.

### 8. 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 after the event and you can opt out of these at any time.
- We will retain your data on our secure database for four weeks after the event, after which it will be removed.
- Your data will be stored and processed in accordance with our Privacy Policy – <https://www.surreywildlifetrust.org/policies>