



Booking Terms and Conditions

By booking with Skylarks Forest School you are agreeing to the following terms and

conditions: **ATTENDANCE AT SITES**

Your child's attendance at Skylarks Forest School will require you to sign the consent and medical form on arrival. If someone else will be bringing your child to the session they must sign these forms on your behalf.

We will meet you in the car park and escort you to and from the site as part of the session. If during the session, it is the judgement of our Forest School Leaders that a child is unable to cope, for whatever reason, we will recommend that you leave the session.

BOOKINGS AND PAYMENT

Payment details will be given when you request to book a place via email or phone. If you do not pay for the session, or if you do not receive the confirmation email your child has not been allocated a place, so please check. If you have not paid 5 days before your child is due to attend, we reserve the right to cancel your place and offer it out to someone on our waiting list. If you are bringing a group please make sure payment has been made at least 7 days before your visit.

CLOTHING

“ There is no such thing as bad weather, only bad clothing.”

Having the right clothes and footwear can make the difference between you and your child having a great forest school experience or having an experience that you would rather not repeat! It's up to you to make sure that you and your child come properly equipped, so please follow the guidelines.

You need to ensure that you and your child have appropriate footwear – stout shoes or boots are essential, plus warm clothes and a waterproof outer layer (top and bottom) – so **WATERPROOF COAT AND TROUSERS**. Long sleeves and long trousers are recommended. Wellies can be cold in the winter, so thermal socks will help too.

Please note that Skylarks Forest School accepts no liability for dirty or torn clothing. All clothing should be clearly marked with your child's name.

For their own protection, we reserve the right to refuse entry to any child or adult who is improperly dressed. No refund will be offered if you or your child arrive in inappropriate clothing.

DATA PROTECTION

Our handling of all information provided to us during booking will comply with the new GDPR 2018. We will not sell or disclose your personal details to any other agencies. We will not contact you other than about other Skylark Forest School activities. We will provide all personal information we hold about you at your request.



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GROUP BOOKINGS

If you make a group booking for children who are not all your own (eg nursery booking or organised group), you will be expected to give your contact details and be the point of contact for the entire group of children. Each child will need a consent form and medical form signed by their individual parents. The designated person overseeing the group must bring these with them to the session. If you are bringing a group you must ensure that your ratios are correct for the age and stage of your learners for the visit, this must not include the two Skylarks Forest School Leaders. Skylarks will facilitate the session but the children are ultimately your responsibility.

FOOD

The Forest School sessions run for 4 hours and you will need to provide you and your child with food for the day, which should include:

A mid-morning snack, lunch, a mid-afternoon snack, drink for the day is recommended. **We will not be providing snacks and communal drinks at this time, but we can provide hot water from the kettle at lunch for the hot chocolate.**

Please bear in mind that your children will be outside for 4 hours, and active for a good part of that, so pack lunchboxes accordingly. Being hungry in the woods is even less fun than being cold!

Again, please note that we reserve the right to refuse entry to any child who arrives without adequate food or drink for the day. No refunds will be given.

ILLNESS

Please ensure that you and your child are well enough to come to our sessions. If your child has a fever or has suffered from vomiting or diarrhoea within 48 hours of the session, then please tell us and remove your child from the day. If you contact us about an ill child within 48 hours of the session we will do our best to move your payment forward to another available session, providing we can fill your place at late notice.

Cancellation on the day of your session - You can let us know about an ill child by calling our mobile (07908 279828). There is limited service on the site so a call by 8am on the morning of the session will ensure one of the Forest school Leaders will pick the message up. We cannot offer refunds in this instance, nor can we move payments forward to other sessions.

LOST PROPERTY

We do try to repatriate lost property at the end of every session. However, it is you and your child's responsibility to ensure that you leave with everything you arrived with. If you do find that something has been left behind, please let us know by calling the mobile number (07908 279828) and we will do our best to find it and get it back to you. If you have labelled items with your/your child's name in it, it will make it easier to reunite you. We don't offer replacements or compensation for lost items.

TOOLS

Please do not arrive at Skylarks Forest School with your own tools. We have our own kit which has been tried and tested, and has been included in our risk assessments.



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MEDICATION AND MEDICAL INFORMATION

The Forest School Leaders hold current outdoor first aid certificates, specialising in first aid for forest school. However, it is up to you to ensure that we have your child's current medical information at the beginning of the session, and that you also have any medication (i.e. epi-pens and inhalers) with you.

Any information you give us will be treated in strict confidence, and will not prejudice the inclusion of your child in any activity. It is in the interests of your child that you give us full and accurate information. However, if we feel that we will not be able to keep your child or the group safe in the woods we reserve the right to decline the booking.

If your child requires medication (for example, an asthma inhaler or an epipen) then it is your responsibility to ensure they have it. We will refuse to accept children if their required medication is not with them. You will not get a refund in these circumstances.

Please apply any sun protection cream and insect repellent before the session starts.

BEHAVIOUR

We encourage positive behaviour at our sessions. In the unlikely event that your child displays behaviour that is too challenging to manage on the site, we will attempt to work with you and your child first to enable them to continue with the session. However, we may ask you to remove them from the session if their behaviour is affecting the safety or enjoyment of other people attending. If this does happen you will not be offered a refund. We can forward our behaviour policy upon request.

You are responsible for telling us of any diagnosed neurological condition that your child has which may affect their behaviour, (for example whether they have a Statement of Educational Needs, or have been diagnosed with behaviour on the autistic spectrum)

MOBILE TELEPHONES

We do not allow children to have mobile phones during our sessions. (see below under PHOTOGRAPHS).

PHOTOGRAPHS

With your permission, photographs and video footage may be taken of the children during activities, for use solely by Skylarks Forest School and National Trust for promotional purposes, i.e. use on websites/leaflets/press releases etc.

When images are used for promotional purposes, only the image will be used, and no personal information will be issued.

If you would like to take photographs we ask that you only take photographs of your own child, unless other parents are happy for you to take photos of their children. We also ask that you are sensitive about where you post these photographs.

POLICIES AND PROCEDURES

For a full copy of our handbook including policies and procedures please email Jennie at skylarksforestschool@gmail.com



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PRIVACY POLICY

We do not store credit card details, bank details, nor do we share customer details with any 3rd parties. We will provide all of the information we store about you at your request. Please see our Privacy and Cookie Policy via our website.

REFUNDS AND CANCELLATIONS

If we have to cancel an event we'll book your child onto another day of your choice in lieu. This will only happen in the event of extreme weather conditions, or other events beyond our control. If we are unable to offer you another place on a session we will issue a refund. If a decision is made to cancel a session all participants and parents/guardians will be informed at the earliest opportunity. This will be via email and on our FB page, so please check before you leave.

If you cancel your booking after 6pm on the Sunday prior to your session we cannot offer a refund. We will do our best to move your payment forward to another available session, providing we can fill your place at late notice.

If you cancel on the morning of the session we cannot offer a refund, nor can we move payments forward.

If you cancel because of illness see above.

If you have not paid 5 days before the day your child is due to attend, we reserve the right to cancel your place.

RESPECT

We believe that everyone who attends Skylarks Forest School has the right to be treated with respect, and to work free from fear of intimidation or harm. We will not tolerate physical or verbal abuse towards any member of the group. We reserve the right to cancel bookings without notice or refund if we feel that our attendees or staff have been subject to abuse from parents or children.

WEATHER

Courses will not run if the Met office weather forecast shows a predicted wind speed of Beaufort 7, gust or continual speed of 38 mph or above for any part of the day. In these circumstances, we will decide to cancel by 4pm on the previous day. We will inform parents/carers via email or text using the information you supply at booking. We will also put a note on our Facebook page. If we cancel because of adverse weather you will be offered a day in lieu.

If unpredicted high winds, lightning develops over the site during a session then we will evacuate the site immediately. We do not offer refunds or days in lieu for cancellations due to unforeseen lightning/high winds developing during the day.

CONTACT DETAILS:

skylarksforestschool@gmail.com

Jennie 07908 279828

