



Booking Terms and Conditions for Nurseries & Schools

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

ATTENDANCE AT SITES, SCHOOLS / GROUP BOOKINGS

If you make a group booking for children who are not all your own (eg nursery, school 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.

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 any child is unable to cope, for whatever reason, we will recommend that you make alternative arrangements for that child or leave the session as a group.

BOOKINGS AND PAYMENT

Payment details will be given when you make a booking via email or phone. You will be sent a confirmation email of your booking with an invoice. If you are bringing a group please make sure payment has been made at least 7 days before your visit. Skylarks can provide full, comprehensive site and activity risk assessments on request. We do have a stream on site and if you are a Stockport school you are required to submit a water risk assessment prior to 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 group 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 the children come properly equipped, so please follow the guidelines.

You need to ensure that you all 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. Sun cream and sun hats are recommended in warm weather.

Please note that Skylarks Forest School accepts no liability for dirty or torn clothing. All clothing should be clearly marked with each 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 the children 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



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than about other Skylark Forest School activities. We will provide all personal information we hold about you at your request.

FOOD

The Forest School sessions run for up to 3 hours and you will need to ensure each child has a packed lunch and a snack. We will provide hot chocolate and a campfire snack at lunch time. We also have cold drinks available on site.

Please bear in mind that the children will be outside for 3 - 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 the children are well enough to come to our sessions. If any child has a fever or has suffered from vomiting or diarrhoea within 48 hours of the session, then please tell us and remove that child from the day. If a large number of your group are ill we can offer you another date in lieu, provided you inform us before by 8.00 am on the day you are due to attend. You can let us know 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. If any child becomes ill with any of these symptoms during a session we will ask you to return to the car park with the group.

We do not offer refunds in the case of illness, but we will offer a day in lieu.

LOST PROPERTY

We do try to repatriate lost property at the end of every session. However, it is you and your groups 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 items are labelled with names 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.

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 the children'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



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

If any 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 any child displays behaviour that is too challenging to manage on the site, we will attempt to work with you and the 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 behavioural concerns with your group (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 group, parental consent is needed on the consent forms. 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

PRIVACY POLICY

We do not store credit card details, bank details, nor do we share customer details with any 3rd



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parties. We will provide all the information we store about you at your request. Please see our Privacy and Cookie Policy via our website.

REFUNDS AND CANCELLATIONS

If we cancel an event we'll book your group 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. See WEATHER.

If you cancel your booking within 48 hours of the session we cannot offer a refund.

If you cancel because of illness see above.

If a decision is made by us to cancel a session the group leader will be informed at the earliest opportunity. This will be via email, phone call or on our FB page, so please check before you leave.

If you have not paid 7 days before the day your group is due to attend we reserve the right to cancel your booking.

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 the group leader 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 immediately. We do not offer refunds or days in lieu for cancellations due to unforeseen lightning/high winds developing during the day.

CONTACT DETAILS:

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