

# BOOKING TERMS AND CONDITIONS

## Securing Your Booking

Your booking is confirmed once we have received both:

1. A completed booking form, and
2. Full payment for the service being booked.

## Payment Details

Account Name: A Touch of the Wild

Sort Code: 08-92-50

Account Number: 68537858

## Cancellation & Refund Policy

### If We Cancel or Postpone

In the unlikely event that we need to cancel or postpone due to circumstances beyond our control (e.g., extreme weather, staff illness), we will contact you as soon as possible to discuss alternatives.

- Birthday Parties - alternative date/time or full refund
- Education Group Visits - alternative date or full refund
- Woodland Adventure Club - credit towards future sessions, or a refund where a credit is not possible
- Wild Tots - credit towards future sessions or full refund

### Weather Conditions

We aim to run sessions outdoors in all weathers. However, in the event of high winds or extreme conditions, activities may be altered, rescheduled, or cancelled.

If we cancel due to weather, we will offer a refund or reschedule for a mutually convenient time.

### If You Cancel Your Booking

- 4+ weeks before - 70% refund (30% retained)
- 2-4 weeks before - 50% refund
- Less than 1 week before - no refund

If minimum participant numbers are not met, A Touch of the Wild may cancel or reschedule. In this case, a full refund will be issued.

### Refunds Will Not Be Issued If:

- Participants do not attend due to illness or personal reasons
- A participant is asked to leave due to behaviour that risks safety or disrupts the session
- A child/family/group is unhappy with the activities (though we will always listen and address concerns individually)

### Liability

A Touch of the Wild activities take place in woodland and outdoor environments and, by their nature, carry an element of risk. We take every reasonable step to minimise risk and clearly communicate health and safety guidance at all times.

By booking, you acknowledge that participation is at your own risk and that A Touch of the Wild accepts no responsibility for any accident, injury or loss, except where caused by our negligence.

We reserve the right to remove any participant whose behaviour poses a risk to themselves, others, or the safety and enjoyment of the session.

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## Health & Safety

All staff are DBS-checked, trained and qualified in line with outdoor education safety requirements. First Aid equipment is kept close at hand at all times, and staff are first-aid trained. Risk assessments are carried out for all activities.

## Participant Health & Fitness

Our activities may be physical at times and are suitable for participants in reasonable health. Please ensure you or your child is fit to take part before booking. You must provide details of any medical, behavioural, or dietary needs at the time of booking so we can plan appropriately. Failure to do so may affect participation for safety reasons.

## Medical Emergency Consent (Woodland Adventure Club & Birthday Parties)

By booking, you authorise trained staff to administer first aid if required. You also consent to emergency medical treatment (including X-ray, examination, anaesthetic, or hospital care) as recommended by a qualified medical professional, should a situation arise where immediate action is necessary.

We will always attempt to contact parents/guardians as soon as possible:

- Minor injury/illness: contact made at the earliest opportunity
- Major emergency: contact attempted before treatment where possible, unless immediate action is required

This consent remains valid even if we are unable to reach you immediately.

## Promotion & Media Consent

Photo/video consent is given separately via our consent form. Where consent is given, images may be used for marketing and promotional purposes, including social media. We kindly encourage parents and guardians to tag and mention A Touch of the Wild when sharing any photos or videos taken during our sessions, to help support our woodland community and promotion.

## Children With Additional Needs

If your child receives one-to-one support at school (e.g., for learning, behavioural or medical needs), a similar level of support must be provided during A Touch of the Wild sessions to ensure their safety and wellbeing.

The support person must:

- Be suitably qualified
- Hold a valid DBS check

If you do not disclose this information at booking, you may be contacted and asked to provide support. If you cannot do so, your child may not be able to attend, and you will be contacted to collect them.

This policy ensures all children remain safe in an outdoor environment.

## Complaints

We aim to provide a high-quality experience for all participants. If you have a concern or complaint, please contact us at [info@atouchofthewild.co.uk](mailto:info@atouchofthewild.co.uk) or via our website contact form.

We will:

- Acknowledge your complaint within 5 working days
- Provide a full response or update within 30 working days

All complaints are handled fairly, confidentially, and will not affect your future bookings.