

We try to keep our terms and conditions straightforward. We hope you will agree that what we set out here provides clear guidelines of what you can expect from us and what we, in return, expect from you.

Payment for sessions

Payment in advance via the website which uses secure payment gateway provider STRIPE.

Cancellation by Chevin Forest School

Forest School sessions carry on in all weathers, except those considered to pose an adverse risk, such as high winds or thunderstorms. In such an event, the session will be rearranged.
If the Forest School Leader has to cancel due to illness or unforeseen circumstances then the session will be rearranged.

Cancellation by Parent/Carer

Cancellation with expectation of a refund for a session related booking must be made no less than 48 hours prior to the session otherwise there can be no refund, to allow enough time for others on the waiting list to be given the opportunity to attend.

Activities, Medical and Photography Consent Forms

A [Consent form](https://chevinforestschool.squarespace.com/s/Chevin-Forest-School-Consent-Form.docx) must be completed, signed and returned at least before or on the day of the of the Forest School session(s) for which you have booked.

Inhalers/Epi-pens/insulin dependents

If your child requires any of the above then the medication must be brought to the Forest School session for use in case of an emergency by the parent of the child, First Aider or Medical Emergency personnel. If medication is not brought then child will be sent home or further discussion with the carer / parent.

Knowing what kit is the right kit for Forest School

“There’s no such thing as bad weather, just poor kit”

Suitable clothing, for the environment and the weather are really important. We usually get wet and muddy during Forest School. The following has been prepared as a checklist to help you prepare your child for his/her Forest School experience. Suitable clothing:

* Long sleeved T-Shirt or shirt
* Fleecy top or jumper
* Long trousers (no jeans)
* Wellington boots or waterproof shoes/boots
* Waterproof coat

Safeguarding

We have [policies and procedures](https://chevinforestschool.squarespace.com/s/Chevin-Forest-School-Safe-Guarding-Policy-2018.docx) related to safeguarding for both clients and staff, which we can provide for you to read on request. If you have any questions relating to safeguarding in relation to a child or vulnerable adult then please contact us.

Behaviour

We encourage positive behaviour. In the (very unlikely) event that your child behaves in some way that even we cannot deal with, we’ll ask you to remove them from the activity. If this does happen, you’ll be charged for any additional costs incurred by us, for example extra supervision or transport and you won’t be offered a refund. We also reserve the right to withdraw your child from any future bookings without refund.

Feedback and Concerns

We encourage all participants and carers/parents to give us feedback about their experience at any of our Forest School/educational sessions. We actively encourage a two-way conversation about anything that has caused/is causing concern. Feedback can be given verbally in person, by telephone, via our [website contact form](https://www.chevinforestschool.co.uk/contact), or in writing by email.