

## Bookings, Reservations and Refunds Policy

**Policy Statement:** Out Of Our Tree Forest School CIC operate a very responsible and professional approach to Bookings, Reservations & Refunds and the implementation of our course and programme booking.

An Out Of Our Tree Forest School experience, is by its very nature, subject to the rigours of the weather and natural variables. We make our programme dates available as soon as practical, and they then become available to book. This may mean that programme dates are available up to a year in advance.

As the programmes we run revolve around being outdoors, a certain level of personal fitness and stamina will be required, and suitable clothing worn.

Some of our programmes run for periods of 12 weeks or more and represent a significant investment of time and resources on our part, and it is not therefore unreasonable we feel to request payment in advance, or payment in instalments.

### Procedures:

#### **Client Booking & Acceptance:**

- ★ When a Client pays either a deposit or the full programme fee into our bank account - we shall undertake the following steps:
  - Checking the clients completed booking form.
  - Checking the clients completed Medical/Health consent form
  - We then decide( entirely at our discretion) if we will or will not accept the booking.
  - Email and/or phone call to clients as per booking form details to inform them and confirm their booking- once we have confirmed the clients Booking, and emailed confirmation, then there is an agreement between us, Out Of Our Tree Forest School CIC, and the Client. We will accept the signature on the booking form as confirmation that the client will be attending, and that the signature is either that of the client, or their appointed representative.

#### **Payment: In cash, cheque or bank transfer**

- ★ **For individual course bookings**, full advance payment (non-refundable) is required at time of booking. Appropriate purchase order required if booking is to be invoiced.

- ★ **For corporate events or freelance instructor bookings**, Full advance payment (non-refundable) required at time of booking confirmation to secure date(s), unless alternative payment arrangements have been agreed. Appropriate purchase order required if booking is to be invoiced.
- ★ **For Forest School Programmes** Full advance payment (non-refundable) is required at time of booking unless alternative payment arrangements have been agreed. Appropriate purchase order required if booking is to be invoiced.
- ★ For clients that have negotiated to pay in instalments, or per session, our terms are 14 days after invoice. A late payment fee of 1.5% above Bank of England Base Rate will be added weekly to all sums not paid.

### Prices

- ★ Whilst every effort is made to limit prices to those given on the booking form, Out Of Our Tree Forest School CIC reserves the right to alter prices should its costs in hosting a course increase for reasons beyond its reasonable control (including, without limitation, the cost of labour, transport and materials). In the event that a price is altered the client(s) will be notified as soon as reasonably possible and the balance of the altered price will be payable on the same terms as was the original price. In the event of the price being thus increased by 15% or more, the client may opt to cancel the booking and will then be entitled to a refund of all monies paid.

- ★ **Cancellation of individual course bookings, freelance instructors, corporate events and Forest School Programmes.**

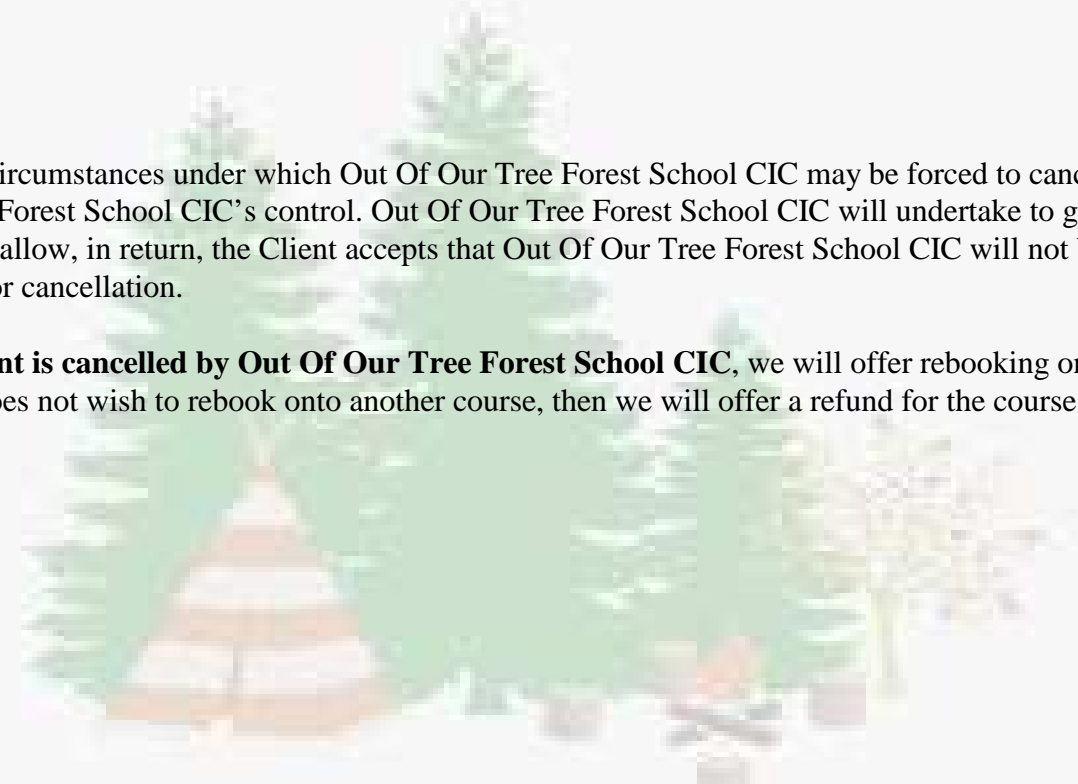
Given the substantial preparation by Out Of Our Tree Forest School CIC prior to any course, the client must be aware of the following conditions and therefore agrees to such:

**-For individual bookings for Out Of Our Tree Forest School CIC's courses** - cancellation more than 45 days prior to the commencement of the course, payment will be retained but it can be transferred to another course, subject to availability. Cancellation within 14 days prior to the commencement of the course, full course fee will be retained and no refund given. (Unless due to exceptional circumstances at Out Of Our Tree Forest School CIC's discretion.

**-For bookings of freelance instructors and corporate training events.** Should cancellation occur more than 45 days away from event date, the amount paid can be transferred to an alternative date(s) - subject to availability. Cancellation within 14 days from the event date(s), full course fee will be retained and no refund given. (Unless due to exceptional circumstances at Out Of Our Tree Forest School CIC's discretion)

**-For Forest School Programmes** - Should cancellation occur more than 45 days prior to the programme commencement date, the amount paid can be transferred to an alternative date(s) - subject to availability. Cancellation within 14 days from the programme commencement date(s), full course fee will be retained and no refund given.

-If individual clients have negotiated to pay in such as way, other than in advance, then we will invoice for recovery of the course fee in the above circumstances.

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- ★ The Client acknowledges that all the circumstances under which Out Of Our Tree Forest School CIC may be forced to cancel or alter a programme result from factors beyond Out Of Our Tree Forest School CIC's control. Out Of Our Tree Forest School CIC will undertake to give the maximum amount of notice possible that the circumstances allow, in return, the Client accepts that Out Of Our Tree Forest School CIC will not be held liable by them for any losses arising as a result of alteration or cancellation.
  - ★ In the event that a **programme or event is cancelled by Out Of Our Tree Forest School CIC**, we will offer rebooking onto another course or programme as our preferred option. If the client does not wish to rebook onto another course, then we will offer a refund for the course or programme, or pro-rata for that day.

Directors of Out Of Our Tree Forest School Community Interest Company

Out Of Our Tree  
Forest School