

# BOOKING, REFUND AND CANCELLATION POLICY

CONNECTION, GROWTH, EXPLORATION, SUSTAINABILITY

**Canopy Forest School sessions are usually booked and paid for in advance. We will be able to accommodate 10 children at our after school club at Chandler's Ford Infant School. To make sure that the children are happy and want to commit to our Forest School sessions we offer one free session and then session blocks to enable small, consistent groups.**

Bookings are based on school half term and will therefore vary in price and number of sessions. We charge £10 per child, per session which includes campfire snacks and hot or cold drinks. Booking is essential and payments must be made by the Friday prior to the Monday session. Once you have booked and paid online the child's place is secure. Bookings can be made on: [www.canopy-forest-school.com](http://www.canopy-forest-school.com).

**Canopy Forest School** is hosted on the Wix.com platform. Wix.com provides us with the online platform that allows us to sell our Forest School sessions to you. Your data may be stored through Wix.com's data storage, databases and the general Wix.com applications. They store your data on secure servers behind a firewall. All direct payment gateways offered by Wix.com and used by our company adhere to the standards set by PCI-DSS as managed by the PCI Security Standards Council, which is a joint effort of brands like Visa, MasterCard, American Express and Discover. PCI-DSS requirements help ensure the secure handling of credit card information by our store and its service providers

Cancellations can be made up to 24 hours before a block of sessions begin and a refund or voucher option will be available. Please contact Emma Clode if you have extenuating circumstances and are outside the 24 hour cancellation period. Every child attending will be offered the first session free to ensure that they want to commit and attend the Forest school on a regular basis.

When booking sessions parents need to read and sign a disclaimer form, privacy policy and read our terms and conditions. A copy of this handbook is also available for all parents/careers. Information about clothing and equipment will be supplied (appendix 22) and medical information and individual needs will be shared (appendix 12).

**There may be times when Forest School sessions have to be cancelled due to unforeseen circumstances and these will either be recredited or a voucher will be issued for a future session.**

Unfortunately, cancellation decisions may be on the morning of the session, but the forest school leader will endeavour to give as much warning as possible to parents, supporting staff and helpers. We will inform all concerned using a variety of forums such as telephone/Facebook Page/Twitter/e-mail and Instagram.

Although we believe that there is no such thing as bad weather, only inappropriate clothing there are some occasions where it may not be safe or practical to go ahead with a planned session due to extreme weather:

- In the case of high winds of 25mph or more determined by the met office online.
- In the case of extreme temperature determined by a met office amber weather warning.
- In the case of extreme cold of below '0' a session will be cancelled if it is near to this we will ensure children are appropriately dressed, sessions will be made shorter and activities will be planned to ensure children are kept moving. (Weather Conditions Procedures p16)

If it is possible an indoor nature or skills related session (such as knot tying and crafts), or an outdoor learning session away from trees if the weather is suitable will take place.

A session may need to be cancelled due to staff illness or other circumstances if this is going to compromise the adult to child ratios. If a staff member is unable to attend a session for any reason they should inform the forest school leader ASAP.