

These Terms and Conditions should provide you with simple, clear guidelines of what you should expect from us and what we expect from you.

#### Qualifications

The sessions are led by qualified, experienced Forest School Leaders who are First Aid trained and Enhanced DBS checked. The sessions are insured by Birnbeck Insurance. If you would to see our certificates, please just ask.

#### Safety Awareness

Activities, weather conditions and the site is monitored and risk assessed on an ongoing basis. Beechnut Forest School recognises the benefits of appropriate levels of risk in Forest School activities and works to manage these risks reasonably. However, all participants and parents/guardians must be aware that there are inherent hazards in the outdoor environment and accept the risks associated, which can occur without Beechnut Forest School being at fault. Parents remain responsible for the safety of their children. Beechnut Forest School only accepts liability for physical injury to a participant that is shown to result from the negligence of Beechnut Forest School.

#### Ticks awareness

Muntjac deer and foxes visit Beechnut's grounds. Therefore, it is advisable to check for ticks after sessions as they can lead to Lyme's disease if not treated. Treatment is very simple. For more advice, please ask Inger or look at our website under Useful Information.

#### Covid-19

In order to establish a Covid-19 secure practice, we follow Government guidelines and expect parents and children to follow the guidelines too. Do not come to forest school if you or your child has Covid symptoms / have tested positive and please follow government guidelines.

#### Protecting your privacy

The information you supply to us will only be used to process your booking and for our mailing list if you subscribe to it. News and information about future events will be sent to those on the mailing list. Any personal information, stored electronically or on paper, will be destroyed after you have finished your attendance. Whilst respecting the privacy of the individual we might take photographs during the sessions which we like to use, to help encourage others to come along. We will always ask those who attend whether they are happy for photos to be used for marketing purposes or shared on our Facebook / Web page.

#### Safeguarding

We provide confidentiality in relation to the sessions and the information shared with us by participants. However, in exceptional circumstances, we will share information with appropriate professionals in line with the current National Guidelines. Please read our **Safeguarding policy** as well as **Safer Information for Parents** by following this online link [Useful Information and Policies](#), or feel free to ask us!

#### Payments

Full payment must be received before the event.

#### Cancellations and Refunds

The sessions are non-refundable unless the event is cancelled by Beechnut Forest School, in which case we aim to rearrange the session. If we can't rearrange the session we will offer a refund. If you are unable to attend a session, you will be offered an alternative session within the same block. If the session leader has to cancel due to illness or unforeseen circumstances, we will notify you of any changes by email and Facebook as soon as possible

#### Feedback and Concerns

We welcome all participants to give us feedback about their experience at any of the sessions and actively encourage a two-way conversation about anything that has caused or is causing concern. Beechnut's '[Procedures and Policies](#)' on our website [www.beechnutforestschool.co.uk](http://www.beechnutforestschool.co.uk) has further details about complaint procedures, if needed. We aim to be as open, honest and as straightforward as possible with children and parents/guardians so we can find a constructive way forward.