



Treecreepers Terms and Conditions

These terms are to clarify the agreement made between Treecreepers and the customer(s).

For the purposes of this agreement the following definitions apply:

"The customer(s)" refers to the person who is responsible for the group or individual and who has signed the booking form.

"Treecreepers" refers to the forest school provider.

"session(s)" refers to a set number of hours on site when Treecreepers Leaders are in charge of the group/individual.

Booking process:

1. Consult Treecreepers with information regarding the organisation or individual who will be participating in Forest School including the dates and times and number of sessions. The customer is welcome to contact Treecreepers by phone or email.
2. Complete, sign and return a booking form.
3. Treecreepers will reserve your booking and send an invoice for payment.
4. On receipt of cleared funds Treecreepers will notify you to confirm your booking.

Pricing and Payment:

The price for the booking will be agreed by Treecreepers and the customer during the consultation period and will be confirmed in writing if requested by the client. Once the invoice is issued the customer has 28 days (or 7 days before the start of the first session if that is sooner) to make payment unless otherwise agreed in writing between Treecreepers and the customer. Failure to pay within the agreed timescale will result in a late payment fee as per statutory interest regulations.

Cancellation by customer:

A cancellation can be made by telephone but must be followed up in writing.

If a customer has to cancel a reserved booking a notice period of 48 hours is required. If this notice period is observed AND the reason is unavoidable by the customer (eg. severe illness/injury, immediate familial death), Treecreepers will re schedule the session(s) with the customer if possible. A refund (less 25% administration fee) will only be given if the session(s) cannot be rearranged.

If cancelled within 48 hours of the start of the session(s) OR the reason is avoidable (eg. holiday, lack of transport etc.), the session(s) will be forfeited and the customer will be charged in full. No refund will be given.

Cancellation by Treecreepers:

Treecreepers reserve the right under exceptional circumstances, to cancel any session and refund money or offer alternative dates. These unforeseen circumstances could include but are not limited to staff illness or extreme weather conditions. In the event of cancellation Treecreepers will inform the customer as soon as possible.

It is the responsibility of the customer to make sure that all young people are wearing the appropriate clothing for the weather. Any young person not deemed to be wearing the appropriate clothing by Treecreepers will not be able to participate in that day's activities and will forfeit that session. No refund will be given. If there is prior knowledge of an issue with appropriate clothing for the group/individual Treecreepers may be able to assist with the loan of items. There may be a fee in respect of this loan.

Refunds:

Where appropriate, in the event of tree creepers or the customer cancelling a session or sessions, Treecreepers will issue the refund due, minus expenses within 14 days of the cancellation. If payment has not been received at the time of cancellation Treecreepers will issue a cancellation invoice.

Complaints:

If you have any concerns relating to sessions or any aspect of Treecreepers Forest School please approach the Forest School Leader and we anticipate that most issues can be resolved quickly. In the event of any issues not being resolved to your satisfaction the customer can complete a complaints form on request. Independent arbitration will be used if necessary.

Liabilities:

Forest School sessions take place outdoors and we encourage a certain amount of controlled risk. Treecreepers take reasonable precautions to minimise these risks. The customer accepts that accidents can occur without Treecreepers being at fault. Treecreepers will only accept liability for physical injury to any person attending our sessions that is shown to result from negligence on the part of Treecreepers. Treecreepers take no responsibility for services provided by third parties (eg. Transport). Our Health and Safety booklet including risk assessments, policies and procedures is freely available for viewing on request.

Insurance, CRB and First Aid:

Treecreepers leaders are fully insured, have a current CRB check and up to date first aid qualifications. Copies are available on request. The customer is responsible for the group/individual they are booking for until each session commences and after each session finishes.

Photographs:

Treecreepers will from time to time take pictures of sessions that they are leading. These images may be used by Treecreepers for the purposes of advertising and illustration of group activities. If any person that the customer is signing a Treecreepers booking form for objects to having their image used in this way they must explicitly inform Treecreepers in writing.

Feedback:

We would ask that you provide feedback on the forms provided to enable us to provide the best service possible for yours and future groups. Thanks!!