

FOREST FRIENDS

TERMS AND CONDITIONS 2010

Please read these terms and conditions carefully before completing and returning the booking form. Once a completed booking form has been received by Forest Friends all the persons named on the booking form will have entered an agreement on the basis of these terms and conditions. If you have any questions about them please do not hesitate to contact us.

1. Agreement

The agreement is based on these terms and conditions and starts upon the completion of the following:

- a Receipt by Forest Friends of a completed booking form accompanied by the payment or deposit specified on the Forest Friends correspondence received by the client.
- b Forest Friends reserves the right in its discretion and without the need to give reason to refuse to accept a booking. In such circumstances, no agreement arises and Forest Friends will return the payment accompanying the booking form.
- c The agreement is between Forest Friends and the client and is the sole agreement between those parties.
- e This agreement is governed by English law and shall be subject to the non exclusive jurisdiction of the English courts.

2. Booking

- a Before sending a completed booking form please ensure your event choice is available.
- b Your booking will be secured only when a signed and completed booking form has been received together with applicable fee, unless otherwise discussed.
- c Once received, your booking is secured, and further details will be supplied regarding your chosen event/activity where necessary.

3. Payment

- a All cheques should be made payable to Forest Friends, alternatively cash is accepted.
- b **Play schemes** - Full payment must be received at time of booking to secure your place.
- c **Birthday Parties** - A 50% deposit is required at time of booking, with the balance to be paid in full 2 weeks prior to the party date.
- d **Forest School programmes** - Full payment is required on receipt of invoice.
- e Prices are correct at the time of printing adverts, web sites, and brochures.
- f Variations to the payment of any other terms may only be made between Forest Friends and the client by agreement in writing signed by both parties.

4. Liability

- a Forest Friends events take place in woodlands and green spaces, so by their very nature are not entirely free from hazard. Forest Friends makes every effort to minimise risk to clients and instructs clients in the safe negotiation of risks that may remain. Consequently, the client must acknowledge that there are circumstances in which an accident could occur without Forest Friends being at fault and accepts that he/she is taking part at their own risk.

5. Insurance

- a Forest Friends is covered to a level of £5,000,000 for public liability and has combined liability certificates of insurance.
- b Details of insurance cover and certificates can be viewed on request.

6. Travel

- a All participants must make their own travel arrangements and ensure that correct fares are available for the Cremyll ferry crossing if applicable. Forest Friends does not provide transport to any venue or activity.

7. Health & Safety

- a Staff hold relevant qualifications, are experienced and have current CRB (criminal record bureau) certificates. Further details of qualifications and additional information can be provided should you request it.
- b Forest Friends requires notification at time of booking if any participant has a medical condition, allergy or disability that may affect their involvement so that arrangements can be made to accommodate them.
- c Forest Friends will endeavour to cater for any requirements but this cannot be guaranteed.
- d Drinks and light snacks are provided by Forest Friends. Participants are required to provide their own lunch (with drink) unless otherwise stated.

8. Cancellation by the client

- a If a booking is cancelled within two calendar weeks of the stated date, a cancellation fee of 50% will immediately be payable to Forest Friends.

9. Cancellations or alternations made by Forest Friends

- a Activities are dependant on weather conditions when working in woodlands/green spaces. Activities will be cancelled at short notice if torrential rain, high winds, or gales are forecast. Participants will be contacted at the earliest opportunity and alternative dates will be offered or refunds given.
- b Activities are priced on a minimum number of participants attending the event. If the minimum number is not reached Forest Friends will postpone or cancel the activity subject to agreement.
- c There maybe occasions where, through no fault of their own, Forest Friends is forced to bring the event to an early close. In these circumstances, alternative dates will be offered.

10. Conduct of participants

- a It is the responsibility of each participant to keep his/her belongings safe.
- b It is the responsibility of the parent/guardian to discuss and inform Forest Friends of any social or behavioural problems before the booking is made.
- c Parents or guardians are responsible for the all the participants discipline and welfare during Woodland Birthday Parties. At least two responsible adults must accompany the party.
- d Forest Friends will provide appropriate numbers of staff to deliver activities planned.
- e Forest Friends reserves the right to terminate participants in any activity should that person/people cause damage or offence that could put any other participant, leaders or the environment at risk.
- f All participants attending Forest Friends are encouraged to leave the woodland sites we play and work in clean and tidy. We hope this helps to encourage care, consideration, and respect for our natural environment.
- g All participants must come prepared for changing weather conditions by wearing old, warm waterproof clothing and suitable outdoor shoes, sun hat, insect repellent etc.

11. Complaints

- a Forest Friends will endeavour to resolve any complaints at the time and promptly. If the matter cannot be resolved please write to the director Carol Wride within 14 days of the incident.

12. Privacy Policy

- a We will not share your information with any third party. All information collected is only used to process bookings and send you details about future Forest Friends events.