THE WOODLAND WORKS

Mr and Mrs Bailey
Email: thewoodlandworks@gmail.com
www.thewoodlandworks.org.uk
Tel: 07526743064

Booking and Cancellation Policy and Procedures (for individuals and groups)

We are very happy to receive enquiries by phone or by email. Bookings will be required to be completed via email**:** **thewoodlandworks@gmail.com** Please note that we require a completed Parental Consent and Medical Consent Form at least 3 working days before a Forest School session

Individual or Group Sessions
On receipt of your booking, your course or place will be confirmed by email (subject to availability). If payment has not already been made, an invoice will be sent to the client/participant for immediate payment. For individual sessions we require payment as soon as possible after the booking/place has been confirmed. If payment is not made within 48 hours of making the booking your place will no longer be guaranteed.

Multi-session Forest School programmes
When booking a participant onto a course of Forest School sessions we require payment in designated blocks. Payment for the block of sessions is required in full, 10 working days before the first session is due to commence.

Cancellation Policy
A cancellation or postponement should be made immediately once it is known and confirmed in writing by email. Should The Woodland Works cancel an event an alternative date may be offered, or a full refund will be made.
Reasons for cancellation include insufficient numbers of participants to cover the wages of additional staff, staff illness or extreme weather conditions, such as high winds above Force 7, thunderstorm, severe snow fall, flooding.

Should client/participants cancel the following charges apply:
• 8 days or more prior to the session/course starting – full refund
• 4-7 days prior to the session/course starting – 75% refund
• 2-3 days prior to the session/course starting – 50% refund
• less than 48 hours or failure to attend- no refund
Please note that refunds will not be paid on client cancellations of individual sessions in a block of sessions

Payment methods:
• Direct online payment.
Our bank details are - Account name: Mrs G Bailey, Starling Bank, Account Number: 38429583
Sort code: 60-83-71
Please use the participant's name as a reference for the payment.

• If you are unable to pay electronically please contact us so that we can take payment by cash or card.