

The World Outside

TERMS AND CONDITIONS

The World Outside aims to provide high standards and a professional approach to all of our activities. Your child's health, safety, welfare and enjoyment are of paramount importance to us. In order to ensure that this is satisfied and maintained at all times we have produced the following terms and conditions for your information and for your compliance. When booking onto one of our activities you agree to these terms and conditions.

Bodenham Arboretum only provides the facilities and location and has no responsibility for the organisation or running of the activities provided by 'The World Outside'.

THE WORLD OUTSIDE ~ OBJECTIVES

The Objective of 'The World Outside' is to provide positive outdoor experiences and opportunities in the form of engaging landscapes, regular activities, holiday and one off events for children and their families to enjoy nature and the natural world in a fun and adventurous way.

At the World Outside we closely follow the principles of forest school as set out by the forest school association. However we are aware of the pressures that schools are under to ensure that every activity in school meets the criteria set down in the national curriculum.

THE WORLD OUTSIDE ~ MISSION STATEMENT

To ensure that we assist the school to meet these needs The World Outside is developing a series of curriculum-linked programmes to inspire individuals of any age through positive outdoor experiences. It is very important to us, to allow the children to learn in a child-led and spontaneous manner though focused and child-led activities. This allows the child to develop and learn in a way that is beneficial to the development of self-esteem, confidence and respect and provide opportunities for an inquisitive and positive relationship with the natural world.

The programmes we provide highlight the links to the curriculum along with the aims and expected learning outcomes. These bespoke programmes can be developed to meet the needs of individual classes.

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AGE LIMITS

The age limits set are for guidance, and all activities will be aimed at the stated age group, however these are reasonably flexible for older or siblings. Please call Sandra on 07765 394456 before booking to advise of any age differences.

Any child that can walk i.e. older than approximately 18 - 24 months must be included in the booking and paid for accordingly

BEHAVIOUR

We encourage positive behaviour, in the event of inappropriate behaviour the child will be warned verbally about their behaviour initially. Parents/Carers and School Staff are responsible for the behaviour, welfare of the children in their care at all times

If the behaviour does not improve, where necessary, you will be asked to remove your child from the activity. You will be charged for any additional costs incurred by us, for example extra supervision or taxis. We also reserve the right to withdraw your child from any future bookings without refund.

BOOKINGS AND PAYMENT

To book you can either email Sandra at sandra@the-worldoutside.co.uk or phone on 07765 394456, or book via Ticket Source, a web based ticket agent.

To guarantee your child's place on the activity payment must be received with 5 days of 'The World Outside' confirming that you have a place provisionally booked.

For an initial enquiry please email sandra@the-worldoutside.co.uk with your contact details, the activities you require and the ages of the children attending.

If you have any queries please do not hesitate to call Sandra on 07765394456 or email on sandra@the-worldoutside.co.uk.

BULLYING

We operate a zero tolerance policy on any kind of bullying. Any child found to be bullying will be removed from the activity/event immediately. Each situation will be investigated and parents of all children involved will be notified. We also reserve the right to withdraw this child from any future bookings without refund.

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CLOTHING

Children will be required to provide their own wellies, coats, hats, scarfs and gloves in cold weather and hats and sun protection on warm sunny days.

Due to the nature of the activities and the environment it is recommended that your child wears long sleeves and trousers.

Due to the nature of the activities your child will probably get wet and muddy. 'The world outside' will take no liability for dirty or torn clothing so please ensure that they are wearing old, rough clothes and sturdy shoes. A change of clothes is recommended. **Sturdy foot wear and waterproofs are essential, please bring a pair of wellies or sturdy shoes.**

DATA PROTECTION

All information provided to us during booking will comply with Data Protection Act 1998. We will not sell or disclose your personal details to any other agencies. Any information you will receive from ourselves will be with regard to future activities run by 'the World Outside'.

ENTRANCE TO THE ARBORETUM

Please note that attending Forest school activities does not include access to the arboretum.

Please go to the visitor centre to obtain entrance to the arboretum. See the arboretum's website for further details. www.bodenhamarboretum.co.uk. There is free access to the Visitor centre and restaurant.

FAMILY ACTIVITIES

Activities which advertise "children must be accompanied by an adult" means a responsible person over the age of 18 years old. Any person attending our activities/events must adhere to our health and safety guidelines and follow the instructions of the activity/event leader. Such adults must not be under the influence of drugs or alcohol. Adults must be responsible for the behaviour of themselves and the children they are accompanying. They will be asked to leave if their behaviour is affecting the safety or enjoyment of the activity/event for other people attending.

FLEXIBILITY

Our aim is to be flexible with the activities and services we provide, if you have any queries please do not hesitate to contact us

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LATE COLLECTION/UNCOLLECTED CHILDREN

If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Forest School leader will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any voicemail answering machines.

While waiting to be collected, the child will be moved to an appropriate place to wait. They will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.

If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Forest school leader/School will contact the Access Centre for advice. 0845 607 2000.

You will be charged for any additional costs incurred by us, for example extra supervision or taxis. We also reserve the right to withdraw your child from any future bookings without refund.

MEDICATION AND MEDICAL INFORMATION

Please ensure that the Forest School leader has all your child's up to date medical information at the beginning of the session and they also have any medication i.e. epi-pens and inhalers in a secure plastic box with your child's, name, medication and time of last dose/incident written clearly on the outside.

The forest school leader holds a current first aid certificate, specialising in first aid for forest school including paediatrics, please ensure that the person in charge of the group has the necessary information about any medical condition which could affect the treatment of your child. All information requested will be treated in strict confidence, and will not prejudice the inclusion of your child in the activity. It is in the interests of your child that full and accurate information should be given. Any additional information can be written on the rear of the medical form

Please apply any sun protection cream and insect repellent before the session starts.

PHOTOGRAPHS

Photographs will be taken of the children during activities for use solely by 'The World Outside for promotional purposes, i.e. use on websites/leaflets/press releases, social networking etc.

When photos are used for promotional purposes, only the image will be used, no personal information i.e. names, will be issued, unless we have received signed authorisation to do so

If you do not wish your child's photo to be used for promotional purposes please let the session leader know at the beginning of the session.

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POLICIES AND PROCEDURES

For a copy of our policies and procedures please email sandra@the-worldoutside.co.uk or phone Sandra on 07765394456.

REFUNDS AND CANCELLATIONS

Once tickets are confirmed they cannot be exchanged or refunded (unless of course the event is cancelled). We may however be able to resell your tickets on your behalf. In order for us to put your tickets back on sale we will need at least 7 days' notice. If successful we will refund the booking value less the booking fee or administration fee. Please email Sandra at sandra@the-worldoutside.co.uk or phone on 07765 394456

Transfers can be arranged at the discretion of the Word Outside if we have be informed in writing more than 7 days before the event.

An event will only be cancelled in the event of extreme weather conditions, lack of take up or events beyond our control.

In the unfortunate event that the event is cancelled by The World Outside, all participants and parents/guardians will be informed at the earliest opportunity and you will be refunded your money including the booking the booking fee a minus a £1 handling fee per a transaction.t the earliest opportunity.

SESSIONS TIMES

To ensure that we have the maximum time on the activities please arrive 10 minutes before the session starts to allow time to use the toilet and put on appropriate clothing etc.

Dated: January 2017