

# The World Outside Terms and Conditions



## 1. Booking and Payment

- **Confirmation:** Bookings are only confirmed upon our receipt and acceptance of a completed booking form.
- **Validity:** Quotes are valid for **2 months** from the date of issue.
- **Minimum Charge:** The minimum charge for a Forest School session is **£250.00** unless otherwise stated in writing.
- **Invoicing:** Invoices will be issued in advance. Please ensure you provide a direct email address for your finance department/bursar.
- **Payment Terms:** Full payment is due within **21 days** of the invoice date.
- **Method of Payment:**
  - Payments must be made via **BACS transfer** to the bank details found on your invoice.
  - **Cheques are not accepted.** If a cheque is sent in error, an administrative handling fee of **£25.00** will be applied to your account.
- **Late Payments:** We strictly enforce payment terms. In accordance with the *Late Payment of Commercial Debts (Interest) Act 1998*:
  - We reserve the right to charge interest at **8% above the Bank of England base rate.**
  - A late payment administration surcharge of **£45.00** will be applied immediately once the debt becomes overdue.
  - An additional **£40.00** will accrue for every subsequent week (7 days) the payment remains outstanding.
- **Arboretum Entry:** Entry fees to the Arboretum are **not included** in the Forest School price unless explicitly itemised in your quote.
- **Contracting Party:** Your booking is made directly with **The World Outside Ltd.** We are an independent company operating on the grounds of Bodenham Arboretum. All purchase orders, invoices, and BACS payments must be raised in the name of **The World Outside Ltd.**
- Please ensure all correspondence (including forms and risk assessments) is sent directly to us and not to the Arboretum reception or administration.

## 2. Cancellations and Postponement

- **Client Cancellations:**
  - **More than 1 calendar month's notice:** No charge.
  - **1 month to 2 weeks' notice:** 50% of the total booking fee is payable.
  - **Less than 2 weeks' notice:** 100% of the total booking fee is payable.
- **Force Majeure (Events beyond control):** In the event of a cancellation due to circumstances beyond our control (e.g., extreme weather warnings, site closure for safety), payment remains due. However, we will offer an alternative date for the visit to take place within the same academic year.

## 3. Staffing, Ratios, and Supervision

- **School Responsibilities:** Visiting school/group staff act in loco parentis and remain responsible for the behaviour, welfare, and supervision of their pupils at all times.
- **Minimum Supervision:** A minimum of two school staff members or responsible adults are required per session regardless of group size.
- **Required Ratios:** The visiting group must provide supervising adults in accordance with the following ratios:

- **Ages 5 and over:** 1 adult to every 6 children.
- **Ages 3 to 5:** 1 adult to every 4 children.
- **Under 2 years:** 1 adult to every 3 children.

#### 4. Health, Safety, and First Aid

- **Medical Information:** You must inform the Forest School Leader of any significant needs (e.g., medical issues, allergies, physical or learning disabilities, dietary requirements) at the time of booking.
- **Medication:** All necessary medication (e.g., asthma inhalers, EpiPens, healthcare plans) must be brought on-site by the school or group staff. **Children cannot participate without their required medication present on site.**
- **First Aid Provision:**
  - School/group staff are responsible for the administration of first aid and medication.
  - Each group must include a qualified First Aider and a dedicated First Aid kit.
  - If a group is split into smaller subgroups for activities, **each subgroup** must have its own qualified First Aider and First Aid kit.

**Lunch & Waste:** For full-day visits, packed lunches and drinks must be brought. We operate a "**Leave No Trace**" policy; all rubbish must be taken back to school with you. If rubbish is left behind, a disposal fee may be charged

#### 5. Clothing and Equipment

- **Refusal of Entry:** We operate a strict safety policy regarding footwear. Sliders, open-toed sandals, and Crocs are **not suitable** due to the uneven terrain.
  - **Clause:** Any participant (child or adult) wearing inappropriate footwear **will not be permitted** to take part in Forest School activities. No refunds will be issued for students or adults unable to participate due to incorrect footwear and clothing.
- **Required Kit:** Participants must wear clothing suitable for woodland activities, including:
  - Wellies or sturdy closed-toe shoes.
  - Long trousers and waterproofs.
  - Sun protection (hats/cream) or cold weather gear (gloves/hats) as appropriate.

#### 6. Programme Flexibility

- Due to the natural and ever-changing environment of our setting (including weather conditions), we reserve the right to adapt, amend, or curtail the planned programme at short notice. This ensures the group's experience remains safe and engaging. Such changes do not constitute a breach of contract.

#### 7. Accessibility and Inclusivity

- We are committed to inclusivity; however, our site is located on the side of a valley in a natural woodland setting. Access for wheelchair users and those with limited mobility can be challenging.
- It is a condition of booking that the school/group visits the site prior to the trip to carry out their own risk assessment regarding accessibility for their specific students.

#### 8. Liability

- While we take every measure to ensure safety, The World Outside Ltd accepts no liability for loss or damage to personal property (including clothing and electronics) belonging to staff or pupils.
- The World Outside Ltd holds Public Liability Insurance. A copy of our certificate is available upon request.