

The World Outside

Terms & Conditions for Parent/Carer Accompanied Sessions

For Events Delivered at Bodenham Arboretum

By booking a place at this event, you agree to the following Terms and Conditions. Please read them carefully before completing your booking.

1. Consent and Participation

By booking, you confirm that you are the parent or legal guardian of the named child(ren), or have permission to book on their behalf, and you give consent for them to take part in the event.

You confirm there are no medical or other reasons that would prevent the participant from safely taking part in the activities.

All children must be accompanied by a responsible adult for the duration of the event.

Participants must follow the instructions of session leaders at all times to ensure safety within the woodland environment.

Activities may include exploring natural materials, bug hunting, den building, and campfire cooking within a woodland setting. Activities may change on the day depending on weather conditions, group needs, or safety considerations.

2. Woodland Environment and Natural Hazards

This event takes place in a natural woodland environment.

Participants should be aware that uneven ground, mud, tree roots, insects, and other natural hazards may be present.

By attending the session, participants acknowledge and accept the inherent risks associated with outdoor woodland activities.

All participants must follow the guidance of the session leaders to ensure the safety of themselves and others.

While all reasonable care is taken to ensure safety, participation in outdoor activities is undertaken at the participant's own risk.

3. Campfire Activities

This session may include the supervised use of a small campfire for cooking simple snacks.

All fires will be managed and supervised by the session leaders.

Participants must follow all safety instructions given by the session leaders at all times. Children must remain under the supervision of their accompanying adult when near the fire.

Failure to follow safety instructions may result in the participant being asked to move away from the activity or to leave the session entirely.

4. Emergency Medical Treatment

In the event of an emergency, you consent to any medical treatment deemed necessary during the session.

You authorise the session leaders from **The World Outside** to sign any required medical consent forms on your behalf if you are unavailable.

All medical conditions, allergies, and dietary requirements must be shared at least **48 hours before the event**, either via the booking form.

5. Contact Information

The person making the booking is responsible for providing accurate and up-to-date contact details, including a valid email address and telephone number.

If these details are missing or incorrect, The World Outside may be unable to contact you about important information, including changes or cancellations.

No refunds will be issued if a participant misses the event due to missed communications resulting from incorrect or incomplete contact details.

Personal information will only be used for the purposes of managing the event and will not be shared with third parties except where required for safeguarding or legal reasons.

6. Clothing and Kit Requirements

This event takes place outdoors and will go ahead in most weather conditions unless conditions are deemed unsafe by the session leader.

All participants (adults and children) must arrive dressed appropriately for outdoor activities. Recommended clothing includes:

- Long-sleeved top
- Long trousers
- Waterproof jacket and trousers
- Sturdy, closed-toe footwear suitable for woodland terrain

Sandals, sliders, open-toed shoes, slip-on shoes, or flip-flops are not permitted.

Participants must bring any required medication, such as inhalers or allergy medication.

Participants may be unable to take part if they arrive without suitable clothing or required medication. In these circumstances, refunds will not be issued.

7. Medication

If your child requires medication (for example for asthma, allergies, or other medical conditions), it must be brought to the session.

Participants with asthma must bring their inhaler.

Session leaders cannot administer medication.

8. Additional Needs

If your child has additional needs (for example autism, ADHD, or sensory processing differences) that may require additional support, please ensure that this is stated on the booking form.

We aim to make sessions as inclusive as possible but may need advance notice to ensure appropriate support.

9. Photography

Photographs may occasionally be taken during the event for promotional purposes by The World Outside.

You will be asked during booking whether you give consent for photographs of your child to be used.

No identifiable images will be used without your permission.

10. Cancellations, Refunds and Transfers

Once booked, tickets are non-refundable, including in cases of illness or inability to attend.

Tickets may be transferred to another participant with at least 7 days' notice, subject to availability.

If the event is cancelled by The World Outside due to illness, extreme weather, low bookings, or circumstances beyond our control, a refund will be issued (excluding booking fees where applicable).

No refunds will be given if a participant is unable to take part due to unsuitable clothing, footwear, missing medication, late arrival, or if the person booking cannot be contacted due to incorrect contact details.

11. Late Arrival

Sessions start promptly at the advertised time.

If you are running late, you must notify us as soon as possible.

Participants arriving after the advertised start time will not be permitted to enter Bodenham Arboretum under The World Outside booking. Any participant who arrives late and still wishes to access the session must first purchase a standard admission ticket directly from Bodenham Arboretum before entering the arboretum, as they will not be accompanied by a member of The World Outside staff.

Late arrivals may not be able to join the session once it has commenced, particularly where safety briefings, instructions, or activities have already taken place. Participants must not attempt to locate the group independently within the arboretum and must contact The World Outside for instructions before proceeding to the session location.

Where a participant is unable to join a session due to late arrival, the session will be deemed missed and no refunds, credits, transfers, or alternative sessions will be offered.

Participants are strongly advised to arrive in good time before the advertised start time.

12. Behaviour and Respect

We aim to create a welcoming, safe, and enjoyable environment for all participants, staff, volunteers, and visitors.

We have a zero tolerance policy towards abusive, aggressive, or disrespectful behaviour towards staff, volunteers, Bodenham Arboretum staff, or other visitors.

Anyone displaying inappropriate behaviour may be asked to leave the session and/or the Arboretum immediately. In such cases, no refund will be issued.

Please note that Bodenham Arboretum is a ticketed venue. Visitors walking around the grounds may be asked by Arboretum staff to show their admission ticket. Please cooperate with Arboretum staff in a friendly and respectful manner if approached.

Participants attending The World Outside Forest School sessions do not require an Arboretum admission ticket, as attendance at Forest School does not include general access to the Arboretum grounds.

If you arrive late or choose to walk around the Arboretum outside of the designated Forest School area without a valid admission ticket, you may be challenged by Arboretum staff. If asked about a ticket and you are late for your session, please explain that you are attending a Forest School session with The World Outside and follow any instructions given by Arboretum staff. Please note that participants arriving more than 5 minutes after the session start time will not be permitted to join the session and the booking will be treated as a missed session.

Please note that only the Old Drive may be used to access the Forest School area. If you walk elsewhere within the Arboretum grounds without a valid admission ticket, you may be asked by Arboretum staff to purchase a ticket or leave the Arboretum immediately.

Abuse, aggression, or disrespect towards Arboretum staff will not be tolerated under any circumstances.

Children must remain under the supervision of their accompanying adult at all times during the session and whilst the arboretum grounds. The World Outside staff are responsible for leading activities but are not responsible for supervising individual children. Adults must remain present and engaged throughout the session and must not leave the site or the session area without their child.

Participants are expected to respect the natural environment and the Arboretum site. Any deliberate damage to trees, plants, structures, equipment, or Arboretum property may result in the participant being asked to leave the session.

13. Privacy and Data

Personal information collected through the booking system or via email will be used only for the purposes of event organisation, safeguarding, and communication regarding this event.

For more information about how your data is handled, please refer to The World Outside Privacy Policy.

Terms in summary: **The World Outside – Booking Summary & Key Terms**

By booking a place at this event, you agree to the following conditions:

Supervision

- All children must be accompanied and supervised by a responsible adult throughout the session.
- The World Outside staff lead activities but do not provide individual supervision of children.

Outdoor Environment

- Sessions take place outdoors in a woodland environment and will usually proceed in all weather conditions unless deemed unsafe.
- Participants should expect uneven ground, mud, tree roots, insects, and other natural hazards.
- Attendance is at your own risk and all participants must follow staff instructions at all times.

Clothing and Equipment

- Suitable outdoor clothing and footwear must be worn.
- Waterproof clothing and sturdy, closed-toe footwear are essential.
- Participants must bring any required medication, including inhalers and allergy medication.
- Participants who arrive without appropriate clothing, footwear, or medication may be unable to take part and no refund will be given.

Medical Information

- Any medical conditions, allergies, dietary requirements, or additional needs that may affect participation must be disclosed when booking.
- In an emergency, you consent to appropriate medical treatment being sought on behalf of the participant.

Campfire Activities

- Sessions may include supervised campfire activities.
- All participants must follow safety instructions at all times.

Photography

- Photographs may occasionally be taken for promotional purposes.
- No identifiable photographs of your child will be used without your consent.

Cancellations and Refunds

- Tickets are non-refundable.
- Tickets may be transferred to another participant with at least 7 days' notice, subject to availability.
- If The World Outside cancels the event due to severe weather, illness, low bookings, or circumstances beyond our control, a refund will be offered.

Late Arrival

- Sessions start promptly at the advertised time.
- If you are running late, you must contact us as soon as possible.
- Participants arriving after the start time are not permitted to enter Bodenham Arboretum under The World Outside booking.
- Anyone arriving late who still wishes to access the session must purchase a standard Bodenham Arboretum admission ticket before entering the site.
- Participants must not attempt to locate the group independently within the Arboretum.
- No refunds, credits, or transfers will be offered for missed sessions due to late arrival.

Behaviour

- We operate a zero-tolerance policy towards abusive, aggressive, or disrespectful behaviour towards staff, volunteers, Bodenham Arboretum staff, or other visitors.
- Anyone behaving inappropriately may be asked to leave immediately without refund.
- Participants are expected to respect the natural environment, equipment, and Arboretum property at all times.

Privacy

- Personal information will only be used for booking administration, safeguarding, and event communications in accordance with our Privacy Policy.

By completing your booking, you confirm that you have read and accepted these conditions.