



## Hakeford Woods

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

We are very happy to receive enquiries by phone or by email, however confirmation of bookings must be made through our Bookwhen booking platform at <https://v1.bookwhen.com/hakefordwoods> .

The relevant booking form can be sent by email or post to the address provided.

**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 through the Bookwhen website or 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 or post.

Should Hakeford Woods Forest School cancel an event an alternative date may be offered or a full refund will be made. Reasons for cancellation may include insufficient numbers of participants to cover the wages of additional staff, extreme weather conditions or staff illness.

Should client/participants cancel the following charges apply:

- 8 days or more prior to the session/course starting – full refund
- 3-7 days prior to the session/course starting – 75% refund
- 48-72 hours prior to the session/course starting – 50% refund
- 24-48 hours prior to the session/course starting – 25% refund
- Less than 24 hour 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:

- If booking through the Bookwhen website, payment can be made using paypal
- Direct online payment via your bank account to Hakeford Woods Forest School CIC. Our bank details are:
  - Account name: Hakeford Woods Forest School CIC
  - Account number: 65770977
  - Sort code: 089299Please 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 cheque with sufficient time for cheques to clear (Payable to Hakeford Woods Forest School C.I.C).