

Forest School SNPT
Booking and Cancellation Policy

Booking Policy and Procedure

1. Individual Bookings

Enquiries are to be made by email or phone. Bookings can be taken via email; payment instructions will be provided (if applicable) to secure the space. Participant forms will be provided, these must be completed and returned no less than one week before the booked session. If we are unable to confirm the booking, a place on a waiting list may be provided.

2. Group Booking e.g. School group/programme/project

Enquiries are to be made by email or phone. A site visit may be scheduled to conduct risk assessment and aid the session planning and preparation. A proposal will be produced including a quotation for cost of services provided. Once confirmation received for the booking to go ahead participant forms will be circulated. These are to be completed no less than one week before the scheduled session/s. Invoices will be provided in advance of the session and must be paid prior to the start of the session.

3. Training

We welcome enquiries by phone but bookings are to be made on an application form or through the online system via Cambium Sustainable. Early booking is advised. On receipt of your application, your course/place will be confirmed by email (subject to availability). An invoice will be sent to near the start date of the course unless requested immediately, you will not be able to participate if invoice is unpaid. In order to complete a booking through the website, a deposit will be requested. If not, we will ask for a 10% deposit for Agored Cymru courses to be paid upon booking. Following your booking participant forms will be issued, these must be completed and returned no less than one week before the booking/first date of the course. ,

Cancelling a booking

A cancellation or postponement should be made immediately once it is known and confirmed in writing via email to info@forestschooolsnpt.org.uk. Should Forest School SNPT cancel an event an alternative date may be offered or a full refund will be made. Reasons for cancellation might include weather (high winds) or trainer/leader illness. Please also refer to the extenuating circumstances section to follow.

Individual bookings

- If \leq 24 hours' notice of the event has been given for a cancellation full session cost will be incurred and not refunded or transferred.
- If $>$ 24 hours' notice of the event has been given full refund will be provided.
- This also applies if sessions have been block booked e.g. Seedlings. If you wish to cancel a single session then the above applies. If, however, you wish to cancel all/future sessions that were block booked (e.g. term) the above notice periods and charged fee applies to the next scheduled session only. The sessions to follow will be fully refunded.

Group bookings

- If \leq 24 hours' notice of the event has been given for a cancellation, full booking costs will be incurred and will not be transferred.
- 25% of full booking fee incurred if <14 days but >24 hours' notice has been provided. This will not be transferred.
- No fee incurred if >14 days' notice has been provided, full refund provided of any fees paid to date. You may also wish to transfer funds paid towards another booking.
- This also applies if sessions have been block booked. If you wish to cancel a single session the above applies. If, however, you wish to cancel all/future sessions the above notice periods and charged fee applies to the sessions scheduled within the 14 day period. The sessions after the 14 day period will be fully refunded/transferred.

Trainee bookings

- If \leq 24 hours' notice of the first day of the course has been given for a cancellation, full course costs will be incurred and non-transferable.
- 25% of total course fee is incurred if <14 days but >24 hours' notice has been provided and non-transferrable/deductible from other courses.
- The Cambium Sustainable Ltd deposit paid upon booking is non-refundable and is paid directly to Cambium. However, your registration will remain open for 12 months should you decide to book to attend another course within that time. That paid fee will be deducted from the total owed on the new training course.

Extenuating Circumstances:

If you are unable to attend an event/session/course you may be able to transfer paid costs depending on circumstances. Extenuating circumstances will be assessed on a case-by-case basis.

Payment methods:

- Direct online payment via your bank account to Forest School. Our bank details are:
Forest School SNPT Ltd
Account no: 02745248
Sort code: 30-93-53
- Alternatively, you may receive a digital invoice detailing terms of payment.

This **booking and cancellation** policy and procedure was passed for use in *Forest School SNPT*
On: 14/02/2022

Presented by: Sophie Lacey (Manager)

Approved By: Board of Trustees

Date of planned review: 14/02/2023

