



Forest School SNPT

Booking and Cancellation Policy

Booking Policy and Procedure

1. Individual Bookings for Forest School Sessions

All individual bookings for Forest School sessions are to be booked using the Eequ booking system currently used. If you are unable to use the online system then please contact the office via email: info@forestschoolsnpt.org.uk or Phone: 01792 367118.

The Eequ system will gain all the information required for the child/ren attending the session. If securing the booking via email or phone we will ask for details. Adult information is also required.

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 service/s provided. Once the completed proposal is returned this will be confirmation for the booking to go ahead we will require a list of detailed information as below:

Full Name

Age

Allergies and Medication (take out and replace with Health and allergies)

Needs

Emergency Contact details

Photo Consent

First Aid Consent

3. Training

We welcome enquiries by phone or email. Bookings can be made online through Cambium Sustainable (deposit required) or through us directly via an application form, which requires your medical information to ensure your safety. Confirmation of your booking will be confirmed by email and you will receive an invoice for the course fees. Full course fees must be paid one month prior to the course commencing.

Cancelling a booking for sessions

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.

School or Group bookings

- If less than 48 hours' notice of the event has been given for a cancellation, full booking costs will be incurred and will not be transferred.
- No fee incurred if more than 14 days' notice has been provided. A full refund will be provided of any fees paid to date. You may also wish to transfer funds paid towards another booking.

Trainee bookings

- If less than 24 hours' notice is given for a cancellation prior to the course start date, the full course fee will be charged and is non-transferable.
- If more than 24 hours' notice but less than 14 days' notice is given prior to the course start date, 25% of the total course fee will be charged and is non-transferable and cannot be deducted from other courses.
- If more than 14 days' notice is given for a cancellation prior to the course start date, the course fee is transferable or may be deducted from another course. If an alternative course is not available, a full refund will be provided.
- Please note: if you have booked via Cambium Sustainable Ltd and paid a deposit upon booking, this deposit is non-refundable and is paid directly to Cambium. However, your registration will remain open for 12 months should you decide to attend another course within that time. The paid deposit will be deducted from the total owed for 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.

This **booking and cancellation** policy and procedure was passed for use in *Forest School SNPT*

On: 14/02/2022

Presented by: Sophie Lacey (Manager, December 2022)

Approved By: Board of Trustees

Updated by: Jackie Dorrian (Manager, May 2025)