



TERMS AND CONDITIONS

In the following terms and conditions the term ‘customer’ applies to the school or group who are applying for the service and will be paying for it. The term ‘provider’ refers to Daws Hall Trust or any other appropriate Outdoor Instructor working on behalf of the Trust, whether at Daws Hall or within the school grounds or at a local woodland or other suitable site. The term ‘course’ refers to any service offered by the provider e.g. a day at an environmental centre, a Forest School programme, a one off day in the school grounds.

1. Fees and Booking Process

- 1.1 All fees are quoted without VAT. (Note that generally educational courses do not attract VAT).
- 1.2 Following an initial enquiry a booking can only be confirmed by submitting a completed booking form AND a minimum non-refundable deposit of £50.00
- 1.3 If the booking is for a Centre or site that needs to be booked in advance (e.g. at the Daws Hall Centre) the final balance must be settled no later than 8 weeks prior to your course start date.
- 1.4 If a booking is for a Centre or site that needs to be booked in advance (e.g. at the Daws Hall Centre) and is made within the four week period prior to the commencement of the course, the whole course fee must be submitted upon booking.
- 1.5 If the booking is for work within the school grounds or Forest School site an invoice for the final balance will be submitted immediately after the course.
- 1.6 Cheques should be made payable to Daws Hall Trust, alternatively payment may be made by BACS to: Daws Hall Trust, NatWest Bank PLC, a/c no. 48676551, Sort code: 60-21-03.

2. Amendments by the Customer

- 2.1 Any changes to the booking confirmation may be subject to an additional administrative charge.
- 2.2 Substitution of the original customer for another can be made providing two weeks notice is given and the course is appropriate for the substituting customer.
- 2.3 A customer may apply, in writing to change course dates up to two weeks before the booking date. If no mutually agreeable alternative date can be found, the customer is liable for the full fee if within the four week period.

3. Cancellation by Customer

- 3.1 All cancellations must be in writing and with the agreement of the provider.
- 3.2 All cancellations and part cancellations are subject to the following:
 - Deposits are non-refundable.
 - 100% of the total course fee is due where cancellation takes place less than 4 weeks before the commencement of the course and no substitution is made.
- 3.3 The date of cancellation is calculated on the day of receipt of written advice.



4. Cancellation by the Provider

- 4.1 Whilst every attempt is made to ensure that courses run as agreed, the provider reserves the right to alter or cancel any activities where it believes on reasonable grounds that cancellation is necessary due to unsuitable conditions. For example a Forest School session may be cancelled on the day of the activity in the event of an electrical storm or dangerously high winds.
- 4.2 Where in unforeseen circumstances the provider is not available to lead the course we will strive to find an appropriate alternative qualified Provider. If this is not possible the course may be cancelled or postponed.
- 4.3 In the event of a cancellation, the customer will be offered a suitable alternative if available, or a refund of the full fee.

5. Health & Safety

- 5.1 Groups should ensure the number of accompanying staff is enough to comply with their Educational Visits guidelines / Codes of Practice.
- 5.2 Groups should contact the provider to discuss appropriate staff ratios for the work being undertaken.
- 5.3 The customer must give the provider on request all relevant information about the group and the young people involved. This would include information on special educational needs, behavioural issues, any relevant medical conditions etc.
- 5.4 Group leaders must ensure that young people with medical conditions bring and have available relevant medication as appropriate. Administration of such medication is the responsibility of group leaders and their staff.
- 5.5 The provider is covered is by a public liability insurance as attached. The sites selected by the provider will also have public liability insurance (e.g. the Daws Hall Trust at Daws Hall) but the customer should check their own insurance.
- 6 The provider reserves the right to exclude any young person before or after commencement of the course should important personal details have not been fully declared, or his/her behaviour is deemed inappropriate and/or incompatible with the enjoyment and well-being of others.

6. Data Protection and Privacy Policy

- 6.1 Please refer to our Privacy Policy which is available from our website www.dawshallnature.co.uk/yourprivacy. Alternatively, please contact the office if you would like to receive a copy by post.

7. Photography

- 7.1 Photographs and video recordings are sometimes taken and used for promotional material or evaluation. If the course leader does not want this to happen, or any members of your group should not or do not want to be photographed the customer should notify the provider prior to the date of the activities.

8. Complaints Procedure

- 8.1 If there is any problem with your course it is essential that you contact the provider as soon as possible so that we can try to rectify the situation. In the unlikely event that the matter remains unresolved, please write to us immediately after your course and we will do our utmost to find a satisfactory solution.