

# Lakewood Forest Fun with NatureCwtch

## Terms & Conditions

### Data

- Any personal data provided for the booking will be used for the sole purpose of facilitating the Forest School booking and attendance in association with NatureCwtch and Lakewood Cottages. This information will not be used or shared for any other purpose.

### Personal Belongings

- The program is not responsible for any lost or damaged personal belongings. Children should only bring necessary items for the day.

### Cancellation and Changes

If you need to cancel your booking then you must let us know as soon as possible by email to [info@lakewoodcottages.co.uk](mailto:info@lakewoodcottages.co.uk)

The cancellation procedure is as follows:

- **More than 2 weeks' notice:** A full refund will be offered.
- **Less than 2 weeks' notice:** Unfortunately, we cannot offer a refund.
- We reserve the right to cancel or reschedule sessions due to unforeseen circumstances, including inclement weather.
- In the event of a cancellation by the provider, a full refund or rescheduled session will be offered.

### Consent

By signing up for the Forest School Stay and Play program, you acknowledge and agree to these terms and conditions.

### Wet Weather Cancellation Policy for Forest School Stay and Play

#### 1. Purpose of the Policy

At Forest School, we believe in the importance of outdoor learning in all weather conditions. However, we recognize that extreme weather, particularly wet and stormy conditions, can pose safety risks to children. This Wet Weather Cancellation Policy outlines how decisions regarding the cancellation of sessions will be made and communicated.

#### 2. Criteria for Cancellation Due to Wet Weather

While some rain is expected and may not lead to a cancellation, the following factors will determine if a session is cancelled due to wet weather:

- **Heavy Rain or Storms:** If there is continuous heavy rain or a forecast for severe thunderstorms, lightning, or high winds, the session may be cancelled.
- **Ground Conditions:** If the ground becomes excessively slippery or unsafe for outdoor play (e.g., flooding, muddy conditions), the session may be cancelled.

- **Weather Warnings:** If a weather warning is issued by local authorities or meteorological services, we will follow the guidance provided for the safety of the children.

### 3. Communication of Cancellations

- **Notification Timeframe:** We will make a decision regarding wet weather cancellations at least 1-2 hours before the session begins to give parents ample time to adjust.
- **How You Will Be Notified:**
  - Parents will receive a [phone call/email/text message] confirming cancellation or any changes to the schedule.
  - If cancellations are known well in advance, we will post a notice on our website/Facebook page/other communication platform.
  - Please ensure we have up-to-date contact information to facilitate timely communication.

### 4. Rescheduling and Refunds

- **Rescheduling:** If a session is cancelled due to weather, we will do our best to offer a rescheduled session on an alternative date. We will notify you of this option as soon as possible.
- **Refunds:** If a rescheduled session is not feasible or you are unable to attend, a refund or credit for the cancelled session will be offered. Refunds will be processed within 5 days.

### 5. Parent and Guardian Responsibility

- While we encourage outdoor play, we ask that parents ensure their children are dressed appropriately for the weather, including waterproof clothing, boots, and warm layers in the case of cold or wet conditions. If you are concerned about weather conditions on a specific day, you may always contact us to discuss further.
- In the event of a cancellation due to weather, we ask parents to keep their contact information up-to-date to avoid any miscommunication.

### 6. Final Decision

The final decision to cancel or proceed with a session due to wet weather will be made by the Forest School staff, taking into account the safety of the children and the conditions on the day of the session.