



## Silverwoods Forest School – Terms & Conditions

*(Last updated: 3 November 2025)*

Welcome to Silverwoods Forest School. Before booking or commissioning a session, please read these Terms & Conditions. They outline how we operate, how bookings and payments are managed, and how we keep everyone safe during outdoor learning.

For details on how we collect and protect personal information, please see our Privacy Policy.

### Ages

- Silverwoods Forest School provides outdoor learning for children aged 2–12 years and is not a childcare provider.
- For after-school clubs, age ranges may differ by school (usually Reception – Year 6).
- Reception children may join from the **Summer Term** once settled into school life.

### Bookings

- Silverwoods welcomes children from all backgrounds, cultures and abilities.
- Places are limited and allocated on a first-come, first-served basis.
- Bookings are usually made in **termly blocks** (e.g. Summer, Autumn, Spring).
- Drop-in or one-off sessions are only available where specifically advertised.
- Session dates generally follow local school terms, though this is not guaranteed.

### Payments

Silverwoods Forest School accepts payments in several ways depending on the service:

- **After-School Clubs, Forest School Sessions and Holiday Clubs**

Bookings for these activities are made securely through **Ticket Tailor**, which uses **Stripe** for online payment processing.

- **Woodland Parties, Outdoor Learning for Schools and Nurseries, Wreath-Making**

### Workshops and Community Sessions

These are invoiced separately through **QuickBooks** or by **direct bank transfer**, as agreed in advance. Each invoice includes payment terms and due dates.

All fees must be paid **in full before** the start of the booked session, programme or event unless otherwise agreed in writing.

Late payments may incur an administration fee.

Silverwoods Forest School does not store or have access to your full card or bank details. Both **Stripe** and **QuickBooks** are fully GDPR and PCI-DSS compliant payment platforms.

Once payment is received, a booking confirmation or receipt will be emailed to you.

### Refunds and Cancellations

- Refunds are not available in cases of adverse weather that makes a session unsafe (e.g. winds over 42 mph, thunderstorms, lightning). Notification will be sent by 5 pm the day before via email or text, with updates also on Facebook.
- If severe weather develops during a session, our emergency evacuation procedure will be followed; refunds will not be offered.
- Refunds are not issued for absence due to illness, non-attendance or changes in family circumstances.
- If a session must be cancelled due to staffing ratios, illness or unforeseen circumstances, a rescheduled session or credit will be offered where possible.
- Refunds are not given if a child becomes cold or uncomfortable due to inadequate clothing.
- As this is a leisure activity held on fixed dates, the **14-day 'cooling-off period'** under the Consumer Contracts Regulations 2013 does not apply.

### Behaviour and Conduct

- We aim to provide a safe, supportive and enjoyable environment for every participant.
- Children are expected to behave respectfully and follow staff guidance.
- Where behaviour repeatedly disrupts sessions or compromises safety, parents will be contacted.
- In some cases, a child may be asked to leave. Refunds are not provided in such circumstances.

### Drop-Off and Pick-Up

- Please contact us if you are running late.
- Collection times and locations vary and will be confirmed upon booking.
- If someone else will collect your child, please inform us in advance.

### Clothing

- Children must come dressed appropriately for outdoor learning in all weather conditions.
- Label all clothing and personal items (coats, hats, gloves, bottles).
- For safety, **no sandals, Crocs or flip-flops** are permitted.

### Food

- Provide a **nut-free snack** and labelled water bottle.
- In colder months we may offer hot chocolate and a small treat (e.g. popcorn or s'mores).

- Please list any allergies or dietary needs on your booking form.
- We operate a strict **No Nuts Policy**.

### **Illness**

- Children must not attend if they have a temperature, fever, or have vomited/experienced diarrhoea within the past 48 hours.
- Please notify us of any absence due to illness.

### **Medication and Medical Information**

- Ensure all medical consent forms are completed and current.
- Inform us of any medical conditions or medication your child may require during sessions.

### **Insurance**

- Silverwoods Forest School holds **£5 million Public Liability Insurance**.
- All reasonable precautions are taken, but outdoor activities carry an element of inherent risk accepted by participants.

### **Lost Property**

- Label all items clearly.
- Contact us by email regarding lost items and we will do our best to return them.

### **Mobile Phones and Photography**

- Parents may photograph their own child only; please avoid photographing other children.

### **Policies**

- All Silverwoods Forest School policies are reviewed regularly and available on request.

### **Contact**

For questions regarding bookings, invoices or payments, contact:

**Victoria Hofgartner – Founder & Lead Forest School Practitioner**

Email: [victoria@silverwoodsforestschool.co.uk](mailto:victoria@silverwoodsforestschool.co.uk)

By confirming a booking or invoice payment, you agree to these Terms & Conditions and our Privacy Policy.

© 2025 Silverwoods Forest School – All Rights Reserved

[www.silverwoodsforestschool.co.uk](http://www.silverwoodsforestschool.co.uk)

[victoria@silverwoodsforestschool.co.uk](mailto:victoria@silverwoodsforestschool.co.uk) | 07340 314956