



# The Willows

Nurturing individuals through nature

## Cancellation Guidance

### Little Willows Forest School sessions

#### **What happens if we can't attend the session?**

If you are unable to make a session, please message or ring Rebecca on 07920096012 so that we know not to expect you. Unfortunately, we are unable to offer a refund for missed sessions.

#### **What happens if the leader cancels the session?**

In the event of severe weather, insufficient adult/child ratios or significant health and safety risk resulting from the daily site check, sessions may have to cancel.

The Forest School Leader will make an informed decision whether to cancel or adapt the session. Staff, parents and volunteers will be notified of the change in circumstances, as soon as the decision has been made; in person, by telephone or via email.

#### Severe weather

Local forecasts and the Google Weather App will be used to monitor the weather in the area. In the event of high winds or electrical storms, sessions will be cancelled due to safety reasons.

#### Insufficient adult/child ratio

At The Willows at least one member of staff must be Forest School and first aid trained. If the ratio of 1 adult to 6 Primary School aged children or 1 adult to 4 Pre-School children cannot be achieved the session will be cancelled.

#### Daily Site Checks

Before each session commences a thorough Daily Site Check is completed. Should any hazards be identified which are deemed to be a significant risk i.e. unstable fallen trees, broken branches or limbs of trees the Forest School Leader will endeavour to rectify/reduce the risk. If this is not possible then The Forest School Leader will make an informed decision to cancel the session.

#### Alternative sessions and refunds

If sessions have to be cancelled due to any of the hazards identified above an alternative session will be offered or a refund of 75% will be granted.

## Wild Willow Holiday Camp

### What if I have to cancel my child's place?

Please contact us as soon as possible if you need to cancel your child's place. Once you have booked onto Wild Willow Holiday you have made a commitment that your child will attend. The session fee is payable whether or not your child attends (unless the club is full and we have been able to allocate your place to another child). On completing the booking process online or completing the consent form you agree to these terms and conditions.

### What if the Wild Willow Holiday Camp gets cancelled?

The camp may be cancelled in the event of: staff illness, the weather conditions being extremely windy (due to the danger of falling branches), low numbers of children booking onto the club (so that the club is not viable). In the first two instances we will contact you on the day of the club by 9am to inform you of the situation. If the club is not viable, we will contact you the day before to inform you that the club will not be running. In all three cases we will offer you an alternative date(s) or a refund of 75%.

## GO WILD Parties

### What if I have to cancel my party?

Please contact us as soon as possible if you need to cancel/reschedule your party. Once you have booked a GO WILD party (by returning the booking form and making full payment) you have made a commitment that your event will go ahead. The booking cost is payable before the event and monies are non-refundable. If we can offer your confirmed date to another guest, we will reschedule your party at no additional cost. If however, this is not possible, an admin fee of £20 will be charged to move your party to an alternative date. On completing the party booking form you agree to these terms and conditions.

### What happens if The Willows has to cancel my party?

In extreme circumstances your GO WILD Party may need to be cancelled, due to the severe weather conditions or illness of staff.

#### Severe weather

Local forecasts and the Google Weather App will be used to monitor the weather in the area. In the event of high winds and electrical storms, parties will be cancelled due to safety reasons.

In this instance we will contact you the day before (if high winds are forecast or on the day of the party by 9am to inform you of the situation). In this case we will offer you an alternative date or a refund of 75%.

## Alternative Provision sessions

### What happens if we/a child can't attend the session?

If a child is unable to make a session, please message or ring Rebecca on 07920096012 so that we know not to expect you. Unfortunately, the school/parent will still be charged if the child/ren are unable to attend.

### What happens if the leader cancels the session?

In the event of severe weather, insufficient adult/child ratios or significant health and safety risk resulting from the daily site check, sessions may have to cancel.

The Forest School Leader will make an informed decision whether to cancel or adapt the session. Staff, parents and volunteers will be notified of the change in circumstances, as soon as the decision has been made; in person, by telephone or via email.

#### Severe weather

Local forecasts and the Google Weather App will be used to monitor the weather in the area. In the event of high winds or electrical storms, sessions will be cancelled due to safety reasons.

#### Insufficient adult/child ratio

At The Willows at least one member of staff must be Forest School and first aid trained. If the ratio of 1 adult to 6 Primary/Secondary School aged children or 1 adult to 4 Pre-School children cannot be achieved the session will be cancelled.

#### Daily Site Checks

Before each session commences a thorough Daily Site Check is completed. Should any hazards be identified which are deemed to be a significant risk i.e. unstable fallen trees, broken branches or limbs of trees the Forest School Leader will endeavour to rectify/reduce the risk. If this is not possible then The Forest School Leader will make an informed decision to cancel the session.

#### Alternative sessions and refunds

If sessions have to be cancelled due to any of the hazards identified above an alternative session will be offered or a refund of 75% will be granted.