



Cancellation Policy

Little Willows Forest School

What happens if we can't attend the session?

If you are unable to make a session please message, email or call Rebecca on 07920096012 to let me know 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?

Taken from The Willows Forest School Handbook

Cancellation Procedure

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, the Met Office and the Google Weather App will be used to monitor the weather in the area. In the event of high winds (suggested if above 40mph), sessions will be cancelled due to safety reasons. Where there is the risk of an electrical storm, sessions will be cancelled.

Insufficient adult/child ratio

At The Willows there must always be two adults present on site at each session. At least one member must be Level 3 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 sessions will be cancelled. If the Forest School Leader is absent the session will also 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 Camp 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). By booking online (<https://eequ.org/thewillowshorringer>) 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 (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 £50 will be charged to move your party to an alternative date/cancel your party. 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 (see handbook). 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

What if I have to cancel my child's AP session, or school cancels an AP session?

If you need to cancel the session please contact Rebecca on 07920096012 (if on the morning of the session) or email rebecca@thewillowshorringer.com (in advance).

Alternative Provision sessions are planned and resourced in advance, so the parent or school has committed to pay for each session. Dates and session times are agreed in the Service Level Agreement. The session fee is payable the child attends or not. These sessions must be paid for in advance or by invoice within 30 days).

If a child has an appointment or educational commitment and cannot attend the session, please discuss this in advance. If at least 14 day's notice is given, the session may be rescheduled, an alternative session provided or the session may not be charged (invoiced).

What if The Willows cancels the child's AP 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. You will be notified by 9am by telephone and/or email. We will offer you an alternative date or a refund of 75%.

If staff must attend training/take leave and the session cannot run. You will be notified of the dates/times. It will be written in the Service Level Agreement, and you will NOT be charged for the session(s).