



The Forest Approach Terms and Conditions (T&CS) apply to

The Forest Approach Workshops

The Forest Approach T&CS provide clear guidelines on what you can expect from us and what we, in return, expect from you.

Payment

Payment for the workshop is due in advance by BACS transfer, tax-free childcare, or childcare voucher for the child's place. Please pay into Starling unless it's a voucher or tax-free, in which case pay into Tide.

Insurance

The Forest Approach holds full Public Liability Insurance. Please be aware that activities take place on rough, natural ground, and although we take every precaution to ensure safe play, accidents may occur. The staff are all First Aid-trained and DBS-checked, and we risk-assess our site and put in place boundaries to provide a safe experience for the children. Be prepared that your child will sometimes come home muddy and wet, but they will have had a great day!

Cancellation by The Forest Approach

The Forest Approach will occur in all weathers, except when adverse weather poses an adverse risk to our child or when our staff cannot maintain Ofsted ratios.

In these unforeseen circumstances, you will forfeit the money paid, as staff will still be paid. However, we will try not to cancel or reschedule.

Cancellation by Parent/Carer

No refunds will be made for non-attendance or cancelled attendance, regardless of the reason, such as a child's illness.

Medical, Activities and Photography Consent Forms

All forms must be completed and signed; we require any changes to the information submitted on the medical/consent forms to be shared with us to ensure the comfort and safety of all children.

Inhalers/EpiPens/insulin dependents

Please make sure your child is attending with any medication. A medication form will be obtained and requires a signature.

Sickness

We request that children with sickness or diarrhoea stay home for 48 hours until they are symptom-free. We do wish your child a speedy recovery. If your child has either of the symptoms at the setting, we will call you so you can collect your child.

Food

Please provide your child with a packed lunch, a drink, and a snack. As we try to be healthy, please refrain from putting nuts, sweets, or chocolate in your lunchbox. Always bring a named drink bottle for your child. Hot soups and tea are welcome in cold weather; we will provide these, too.

Toilets

The hut has a rustic toilet and hand-washing facilities. We expect your child to be able to use the bathroom without adult supervision, but we will help if needed.

No Mobile Phone Zone

The Forest Approach staff will always carry a mobile phone for emergencies and take photographs or short videos. We have a private social media page just for you. Let me know if you wish to join.

Know your kit, the fitting kit for the Forest Approach Workshop

"There's no such thing as bad weather, just poor kit."

Suitable clothing for the environment and the weather is essential.

The following checklist has been prepared to help you, your child, and a group of children get ready for the workshop experience.

Suitable clothing

- Long-sleeved T-shirt or shirt
- Fleece top or jumper
- Long trousers
- Socks that stay up inside Wellington boots
- Wellington boots or waterproof shoes/boots
- Waterproof coat
- Hat
- Gloves

Unsuitable clothing

- Short-sleeved T-shirts; bare arms can get stung by nettles
- Shorts; bare legs can be scratched and stung
- Leggings; too thin to provide proper protection from brambles/nettles
- Sandals
- Crocs or similar types of footwear are not allowed

Please come with suitable clothes.

Safeguarding

We have policies and procedures to safeguard workshop or party attendees and staff/volunteers. Policies and procedures are available on our website and can be emailed to you, or paper copies can be provided for your review. Paper copies of all policies and practices are always available at the Forest Office for your review upon request.

If you have any questions about safeguarding a child or a vulnerable adult, please get in touch with the Forest Leader. We maintain the confidentiality of all information service users share with The Forest Approach, except when disclosure is required by law or regulation.

Protecting your privacy

On paper, ICO regulations require that any personal information about adults or children attending workshops or parties be stored. Emails provided for booking purposes will not be automatically added to our mailing list; you must subscribe to receive regular news and updates.

We respect the privacy of the individuals who attend our workshops and parties; however, we take photographs and sometimes short video clips during the forest workshops and parties. We like to use pictures and video clips on our website, social media, and promotional material; therefore, we always ask those who attend for permission to use them. We respect the individual's right to refuse to have photographs or videos of themselves used.

Feedback and Concerns

We encourage all attendees and parents/carers to provide feedback on their experience at any of our Forest workshops or parties. We actively promote a two-way conversation about anything that causes or is causing concern. Feedback can be given verbally in person, by telephone or in writing via email.

We aim to be as open, honest, and straightforward as possible with parents/carers to maintain a constructive two-way flow of communication. If there are any safety concerns, please notify the Forest Leader immediately. If the problem can wait until the end of the workshop, please raise your concern with the forest leader so your situation can be discussed/ addressed.