



## Forest Families Ltd- Terms & Conditions

By booking a session with Forest Families, you confirm that you have read, understood, and agree to the following Terms & Conditions.

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### 1. Sessions Covered

These Terms & Conditions apply to all Forest Families activities, including but not limited to:

- Little Saplings Forest School
- Home Educators Club
- Family SEND Sessions
- Holiday Clubs
- Wild Women
- Youth Club
- Special Events & Seasonal Celebrations
- Birthday Parties
- Any future sessions or programmes offered

Some sessions are family-attended, and others are drop-off sessions. This will always be clearly stated at the time of booking.

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### 2. Booking & Payment

- Booking is essential for all Forest Families sessions so that staffing, resources, and support can be planned safely and appropriately.
- Most sessions must be booked and paid for in advance via our online booking system Oakline.
- Cash payment does not remove the requirement to book in advance.
- Places are only confirmed once a booking has been made.

- Forest Families reserves the right to cancel or refuse a booking where payment has not been received or required information has not been provided.

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### 3. Drop-Off Sessions & Age Requirements

- Drop-off sessions are strictly for children aged 5 years and over, in line with Ofsted requirements.
- Children under 5 must be accompanied by a responsible adult at all times, unless clearly stated otherwise.
- Parents/carers must remain contactable for the duration of drop-off sessions.
- Late collection - Parents/carers are expected to collect children promptly at the end of drop-off sessions. Late collection over 15 minutes will result in an additional fee of £5.

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### 4. Family Sessions – Supervision & Responsibility

For family-attended sessions, parents and carers are responsible for supervising their children at all times while at Rainbow Woods. This helps ensure:

- the safety of all children
- respect for other families and customers
- care of equipment and woodland resources
- protection of the magical nature of Rainbow Woods

During family sessions, Forest Families staff oversee the session overall but are not responsible for the direct supervision or safety of individual children, unless this has been explicitly agreed in advance.

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### 5. Additional Needs & 1:1 Support

Forest Families welcomes children with additional needs and aims to be as inclusive as possible 

- Some children may require additional support or 1:1 staffing to safely and positively access sessions.
- Where additional staffing is required, an additional fee may apply to cover these costs.

- Any additional support fees will be clearly shown as optional extras within the booking system.
- Parents/carers must disclose all relevant medical, behavioural, or support needs at the time of booking.

Failure to share essential information may result in sessions being adapted, paused, or cancelled in the child's best interests.

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## 6. Activities, Risk & Safety

Forest Families operates outdoors, and activities are not risk-free.

- All activities are risk assessed, and staff work to minimise risk wherever possible.
- Participation is at the individual's own risk unless injury is proven to be due to negligence.
- Risk Assessments, Operating Procedures, and Policies are available to view on request.

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## 7. First Aid & Medical Care

- A qualified first aider is always present on site during Forest Families sessions.
- Staff carry and use appropriate first aid supplies, including plasters, bandages, sterile water, and antiseptic wipes.
- Piriton is kept on site for allergic reactions, and a spare inhaler is available for emergency use where required.
- We also use Ouchy Balm, a 100% natural product, to support healing of minor wounds, sores, insect bites, stings, pimples, and acne.

Parents/carers will always be informed if first aid is administered.

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## 8. Therapy Animals

Forest Families sessions may include the presence of therapy animals, such as dogs, who are calm, familiar with the woodland environment, and carefully supervised at all times.

- Therapy animals support emotional regulation, confidence, and wellbeing.

- All animals are temperament-assessed, well cared for, and handled by experienced adults.
- Interaction with therapy animals is always optional.
- Parents/carers must inform Forest Families of any animal allergies, fears, or concerns at the time of booking.
- Children must treat animals with kindness and respect at all times.

Forest Families staff may limit or stop interaction with animals if required to ensure the safety and wellbeing of all.

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## 9. Weather & Outdoor Sessions

Forest Families sessions take place outdoors in most weather conditions ☀  
There is no such thing as bad weather — only bad clothing!

- Sessions will continue in rain, cold, and snow where the site remains safe and accessible.
- Sessions will only be cancelled in cases of severe weather or unsafe site conditions.

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## 10. Missed Sessions, Cancellations & Rescheduling

- Missed sessions due to illness or personal circumstances may be rescheduled at the discretion of Forest Families management.
- If Forest Families cancels a session, families will be offered a refund or an alternative date, where appropriate.

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## 11. Birthday Parties

- A £50 deposit is required to secure birthday party bookings.
- Deposits are non-refundable if cancelled within 30 days of the event. Dates can be changed at the discretion of the Forest Families team.
- Invoices for birthday parties will be sent out during the week leading up to the party.

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## 12. Clothing & Equipment

Forest school is muddy, wild, and wonderfully outdoorsy ☁️ ☃️

- Suitable outdoor clothing is essential, including long sleeves, trousers, and sturdy footwear.
- Waterproof clothing, spare clothes, and appropriate seasonal layers are strongly recommended.
- Sun protection in summer and warm layers in winter are the responsibility of families.

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### 13. Behaviour & Respect

- Forest Families promotes a kind, respectful, and inclusive environment.
- Behaviour that places others, equipment, animals, or the woodland at risk may result in early collection or future bookings being reviewed.
- Persistent unsafe behaviour may result in sessions being declined.

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### 14. Personal Belongings, Photography & Acceptance of Terms

- Forest Families accepts no responsibility for lost or damaged personal belongings.
- Photos and videos may be taken during sessions for promotional or record-keeping purposes, in line with consent preferences selected at booking.
- By completing a booking, you confirm that you have read, understood, and agreed to these Terms & Conditions.

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Now that the sensible stuff is done, we wish you and your family a wonderfully wild, muddy, magical time at Rainbow Woods! 🌿

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🌐 [www.forestfam.com](http://www.forestfam.com)