**Booking terms and conditions – V1 24/8/22**

Forest School Training Collaborative aim to provide high quality first aid training to meet the needs of Forest School and other outdoor learning practitioners. These terms and conditions aim to ensure that you (the client) understand the booking procedure, what happens in the event of unforeseen circumstances arising, and what will be required of you to complete the training.

**Communication**

1. In line with Forest School Training Collaborative’s Environmental Policy, all correspondence where possible will be carried out electronically or by telephone.
2. It is assumed that clients have read course details flyer and this terms and conditions document upon booking and are satisfied that all elements meet their needs.
3. Bookings must be paid in full before the course begins.
4. All courses except private, in-house training have a minimum number of clients required to run. If this minimum number is not reached 7 days before the course start date, you will be notified by Forest School Training Collaborative and offered an alternative date or a full refund.

**Delegate requirements reminder**

Delegates will be required to take a full and active part in Forest School First Aid courses, for 16 hours. The Forest School Training Collaborative Ltd’s First Aid courses have a large practical element. They involve standing, kneeling, lying down, rolling over, demonstrating CPR techniques and occasionally sitting still, amongst other things. They involve indoor and outdoor environments, even in cold, wet weather! You will also be asked to work with one other person during practical sessions where you are learning and demonstrating effective first aid techniques. You will both wearing masks and adhere to other Covid mitigation measures as directed by the tutor.

The Forest School Training Collaborative Ltd has an Access to Assessment Policy. If you feel you may need special considerations in place in order for you to complete the course, please let us know by emailing admin@forestschoolscotland.co.uk during booking process so that we can make arrangements.

**Covid-mitigation**

You will be screened for covid symptoms and compliance with government guidance on staying at home by questioning. You will not be able to enter the training room if you decline to answer these questions. You will not be able to enter the training room if you show any signs or symptoms of COVID-19. Including: fever/high temperature, new cough, and loss of taste/smell. You will be prevented from entering training room if you should be staying at home under government guidance (<https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/coronavirus-covid-19>). You will be prevented from completing the training on the day if you develop symptoms during the delivery of any training. You must follow all COVID-19 guidance, e.g. hand-washing advice provided by trainer or risk being asked to leave the course.

**Basic needs**

Unless otherwise stated on the course details flyer, the Forest School Training Collaborative Ltd does not provide food, drink or accommodation during a course. The client understands that clients are responsible for their own welfare in this respect.

Toileting facilities are available in each venue.

The Forest School Training Collaborative Ltd cannot accept any liability in respect of loss or damage, during any course, to a delegate’s personal clothing, belongings or equipment.

**Cancellation by Forest School Training Collaborative**

Forest School Training Collaborative reserves the right to cancel any course at any time. A reason for this may be unforeseen circumstances such as road or resort closure, extreme weather conditions, serious illness etc. Should this ever happen, Forest School Training Collaborative will offer you a replacement course of the same type on an alternative date. You are entitled to ask for and receive a full refund at this stage.

Should The Forest School Training Collaborative Ltd have to cancel a course for either of the above reasons, we will not be liable for any additional losses incurred by you.

Clients are expected to behave in a safe and suitable manner during the course. The Forest School Training Collaborative Ltd reserves the right to prevent a delegate from taking part, or cancel the course without refund if it is deemed by The Forest School Training Collaborative Ltd’s representative that the delegate is inappropriately or dangerously dressed or equipped. The Forest School Training Collaborative Ltd reserves the right to prevent a delegate from taking part, or cancel the course without refund if it is deemed by The First Aid Training Co- operative Ltd’s representative that the delegate is behaving dangerously or unsuitably.

**Changing your booking**

The client understands that alterations can be made to a confirmed booking, subject to the following conditions:

Course registrations that are cancelled more than 28 days in advance of course start date will be refunded via BACS, minus 25% of the fee.

Course registrations that are cancelled 14-28 days in advance of course start date will be refunded via BACS, minus 50% of the fee.

Course registrations that are cancelled less than 14 days before the course start date will not be refunded. Forest School Training Collaborative takes no responsibility for making alternative arrangements.

Changes to a course registration can be made once, at no cost, up to 14 days before the course start date.  Changing the course registration more than once within this time period will incur a charge of 25% of the course fee to cover administration costs.

Changes made after 14 days before the course start date will be treated as a cancellation.

Forest School Training Collaborative endeavours to work hard for its clients however and every effort will be made to accommodate client’s needs where possible.

**Photography**

We like to take photos of delegate participating on our courses and these photos may then be used for marketing purposes, both on line and in print. Permission will have been sought for this during the booking process. Please remind the Forest School Training Collaborative Ltd’s representative on the day if you would rather not appear in any photography.

**Certificates**

Certificates are sent to participants approximately 20 days after course completion and when the course fees have been paid in full.

**Re-issue of Certificates**

If you request a re-issue of your certificate more than 6 months after the course end date, this will incur a charge of £10+VAT.

**Our policies**

The following policies are available on our website:

* **Complaints and appeals procedures**
* **Equality, Diversity – Equal Opportunities**
* **Data Protection Policy**
* **Access to Assessment**

**Our full policies are available on request from the office on** **admin@forestschootraining.co.uk****.**