



Wildlings Education Booking Terms & Conditions (2026–27)

(For Wildlings Tots, Wildlings Forest School, Wildlings Play or other events by Wildlings Education)

1. About Us

Wildlings Education is the trading name for Rachel Ibbotson's Outdoor Education business which delivers Forest School programmes, 'Wildlings Tots' groups, 'Wildlings Play' nature-themed family activities and events and Outdoor Learning Programmes in and around Leicester and Leicestershire.

Wildlings Education (*we/us*) provide Forest School, parent and toddler, and school holiday outdoor sessions designed to support children's wellbeing, confidence, resilience, and connection with nature. Sessions include exploration, nature-based activities, age-appropriate use of tools and fires, and seasonal learning.

We will provide the events/activities using reasonable care and skill.

We may appoint independent sub-contractors to run or assist on our events/activities or use third parties to arrange or supply certain aspects of our events/activities. You agree that our obligation to you is to use reasonable care in selecting competent, independent sub-contractors and third party suppliers to provide reasonable services related to the event/activities. You agree that Wildlings Education is not responsible for the actions or omissions of such sub-contractors or third party suppliers.

Sessions delivered on behalf of other organisations

These Terms & Conditions apply only to sessions, events, and programmes delivered directly by Wildlings Education. Where Wildlings Education provides services on behalf of another organisation (for example, schools, nurseries, or local authorities), that organisation's own booking, payment, and refund policies will apply.

2. Recurring Sessions

(Wildlings Tots & Forest School Groups)

Booking & Payment

- Places are secured by setting up a Direct Debit mandate via Go Cardless.
- Payments are taken **monthly in advance** for the upcoming month's sessions.
- Families are provided a monthly payment schedule for the academic year September - July
- Discounted rates apply only to families paying by Direct Debit.

Discounts

- Your payment schedule (sent via email when setting up Direct Debit) shows session dates, monthly amounts, and any discounts including sibling or sibling walker..
- Other discounts may be offered occasionally on a time-limited or individual basis.



Direct Debit Notifications

GoCardless will send:

- Mandate confirmation
- Pre-notification emails before each payment
- Notifications of failed or cancelled payments

Confirmation

You will receive an email confirming your child/ren's place in the group once your first month's advanced payment is received.

This email will also be supplied with information about your group and your first session - what to bring/wear, directions to the site and where to meet.

Cancellations & Refunds

- A minimum of **30 days' written notice** is required to cancel your place.
*Notice must be given **directly to Wildlings Education** by email.*
- Cancelling your Direct Debit through your bank does not count as notice and outstanding fees will still apply.
- Refunds are **not issued** for missed sessions due to illness, holidays, or personal circumstances.
- Refunds are only issued if Wildlings Education cancels a session due to staff illness/emergency and cannot reschedule.
- If insufficient children are booked into your class/activity/event, we reserve the right to cancel the class. In this instance we will offer you either an alternative class/activity/event to attend or a refund will be given for any remaining sessions after the cancellation.
- The first weather-related cancellation in any term is not refunded or credited; subsequent cancellations are credited in your next monthly payment.

Winter Break

- No sessions run in December or January.
- A Direct Debit of £0 is processed to retain your place for the Spring Term.
- Please give notice by 17th December if you do not wish to continue for the Spring Term.

Priority Access and Transfers

- Returning families receive priority booking access until the stated deadline.
- Priority for recurring Forest School/Wildlings Tots places is only available to families with an active Direct Debit mandate.
- Transfers between groups depend on availability and must be requested before the start of a new term.
- Requests made after the term begins will only be considered if spaces are available and the original place can be filled.



3. One-Off Events

(Wildlings Play & Group Taster & Single Sessions & Other Special Events)

Booking & Payment

- Payment is required at the time of booking.
- Spaces are limited and allocated on a first-come, first-served basis.
- Discounted tickets for Walkers are available only with a full price ticket see advertised prices online.
- Other discounts are occasionally offered and are either on a time limited or individual customer basis.

Confirmation

You will receive an automated email confirming your payment. A separate information email will be sent 1-2 days before your session or event, including what to bring and wear, directions to the site and where to meet.

Transfers & Refunds

- Tickets are non-refundable unless the event is cancelled by us.
- As spaces are limited and often run at capacity, transferring to a future date may result in lost income and is therefore not guaranteed.
- **Group Taster Sessions** may be transferred or credited at our discretion if notified with a minimum of 48 hours' notice.
- **Wildlings Play Events & Single Sessions & Special Events** are non-refundable. If you cannot attend, you may transfer your ticket(s) to another family (please notify us with a minimum of 48 hours' notice).
- **Accidental bookings** will be refunded minus an admin fee (£1-£2) to cover non-recoverable card charges and administration time if notified within 24 hours of booking/payment.

Priority Access

- Booking a one-off event or single session does not include priority access to future sessions or terms at recurring groups.
- You may join the waiting list at any time - places are offered on a first-come, first-served basis.

4. Cancelled Sessions (All Session Types)

- Sessions run in all weather except high winds, thunderstorms, or unsafe conditions. *We will try to give 24 hours notice but may be on the day if weather changes suddenly/overnight. Contact will be made via text/email of the adult who booked.*
- If a session is cancelled due to unsafe weather, we will attempt to reschedule.
- One-off events will be refunded if we cannot reschedule.
- For recurring sessions, credits apply as outlined above Section 2. Recurring Sessions
- We will attempt to reschedule where possible.



- Other unforeseen circumstances - If for any other reason outside the control of Wildlings Education, including (without limitation) as a result of an “Act of God” (e.g. disruption resulting from earthquakes, strikes or terrorist activity), or where local or governmental authorities/public guidance advise that in person classes should be temporarily suspended for health or other reasons (‘Extreme Reasons’), then no refunds nor credits shall be given.
- We will not be liable to pay any compensation or incidental costs or expenses that you may incur as a result of a cancellation or for any other loss or damage however caused arising out of a cancellation. We recommend that you take out appropriate insurance, which includes cover against cancellation.

Situation	Recurring Sessions (Wildlings Tots & Forest School)	One-off Events / Sessions/ Tasters
Unsafe weather	First cancelled session in any term → no refund or credit. Subsequent cancellations → credited in next monthly payment. We will attempt to reschedule where possible.	We will attempt to reschedule. If rescheduling isn't possible, a refund will be issued.
Staff illness or emergency	Session will be rescheduled or credited.	Session will be rescheduled or refunded.
Extreme circumstances (Acts of God, government guidance)	No refunds or credits.	No refunds or credits.
Missed by participant (illness, holiday, personal circumstances)	No refunds or credits.	Non-refundable. Transfers may be offered at our discretion if notified ≥ 48 hours before.

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5. Safety Measures

We follow Forest School best practice, including:

- Qualified Forest School leader
- First aid trained staff - Outdoor Paediatric First Aid
- Risk assessments for all activities, including dynamic risk assessments on the day.
- Safe tool use procedures
- Fire safety protocols
- Food hygiene policy and procedures
- Clear behaviour expectations
- Emergency procedures on site
- Request participant forms for all children and adult supervising including information on access needs, medical and dietary information - updates requested before each term.

Full Health and Safety Policy on request

Parent/carers responsibilities:

- A parent/carers or booked adult must supervise the child/ren under their care throughout the session. This may include supporting their child/ren physically to complete the activities.
- One supervising adult is included free per family (up to 3 children including babies) unless stated in the booking information for the activity/event.
- Additional adults must be booked and paid for in advance.
- **Wildlings Education does not take direct supervision of children.**
- the supervising adult must take their child/ren with them if leaving the activity area or make arrangements with another adult present not Wildlings Education staff.
- All participants are suitable dressed - **See section 9 Clothing and equipment**
Participants not wearing appropriate clothing or footwear may be prevented from taking part in some or all activities for safety reasons.
- Parent/carers must provide accurate medical and emergency contact information at time of booking by completing a Participant Form.
- There may be small parts or ingestible items at sessions including natural materials and plants which may not be suitable for under 3s - supervision is required.
- Also see **9 Behaviour expectations** & separate **Adults at Groups & Events Guidance**



6. Safeguarding

We are committed to safeguarding all children.

- Staff follow our safeguarding policy and reporting procedures.
- Any concerns will be handled confidentially and appropriately.
- Children or adults, please speak to your leader if you have any concerns.
- Parent/carer must inform us of any additional needs, allergies, dietary requirements or medical conditions via our online participant form.
This allows sessions to be adapted where appropriate & essential for emergency situations.
- You can contact us if you wish to discuss your child/ren's needs before booking.
- Also see **9 Behaviour expectations** & separate **Adults at Groups & Events Guidance**

Full Safeguarding Policy available on request.

7. Clothing & Equipment

Children and adults supervising must arrive with:

- Weather-appropriate clothing - see our 'What to Wear' guide.
- Waterproofs
- Sturdy footwear
- Hat/gloves in cold weather
- Sun protection in warm weather - hat and suncream
- A named water bottle and snack - please no nuts/snacks containing nuts.

We recommend clothing that can get muddy, wet, painted or smoky.

Clothing and Safety Around Fires and tools

We encourage all participants to dress comfortably while maintaining safety around fires and practical activities. Please follow these guidelines:

- Long hair must be tied back during sessions involving fire or tool use.
- Clothing made from flammable materials should be avoided during fire-based activities.
- Participants are encouraged to wear natural fibres (e.g. cotton, wool) rather than synthetic fabrics when near fires.
- Flowing or loose clothing (such as long dresses, skirts, scarves or headscarves) should be secured and kept clear of flames and tools.



8. Access & Site Rules

- Please arrive promptly to your session/activity/event to allow for parking, registration and safety briefing.
- Please respect the site, wildlife, and boundaries and follow any safety information provided.
- Dogs are not permitted at Attenborough Arboretum or at any Wildlings Education sessions/events except trained assistance dogs.
- Parking instructions must be followed to ensure safety.

9. Behaviour Expectations

We encourage positive behaviour and cooperation. If participant (child/adult) behaviour compromises safety:

- We will provide safety briefings and instructions - please follow any guidance and support your child/ren to do so too and ask the leader if unsure OR you see anything unsafe.
- We will remind the participant (child or adult) of any safety or behaviour expectations, explain reason briefly and if appropriate, de-escalate or redirect or support.
- We will discuss strategies with parent/carer if appropriate.
- No over 12 year olds use rope play structures or swings/hammocks.
- The booked adult accompanying the child/ren is responsible for their child/ren's behaviour throughout the session. If yours or your child's behaviour is considered dangerous to others or property, you may be asked to leave the session/programme and potentially future sessions.
- Please see our '**Adults at Groups and Events guidance**'.



10. Photography & Media

- We may take photos or videos for documentation or promotional use in print or online including social media.
- Verbal consent is requested during registration/on the day for activity-based photos (hands, backs of heads, or non-identifiable angles).
- Written consent will be required for face shots.
- You may withdraw consent at any time - however, previously used photos/videos may not be able to be removed, no future use will be made.
- We request you only take photos of the child/ren in your care with their parent/carers permission.

Full Photography & Media policy available on request

11. Additional Services

Reports and Information Requests

I am occasionally asked to provide written information or reports for third parties (for example, Local Authorities, SEND teams, or benefit applications such as DLA). These reports are **not part of my standard Forest School provision** and are offered only as **optional, paid administrative work**.

Reports are based solely on my **observations within Forest School sessions** and are **not formal assessments or diagnostic documents**. They will only be prepared and shared **with the written consent of the parent/carer**.

Administrative or written reports are charged at £30 per hour, with a minimum fee of £60. I reserve the right to decline requests that fall outside my professional remit or where consent or payment has not been provided.

12. Data Protection

We store personal information securely and only use it for:

- Registration
- Emergency contact
- Payment processing
- Session communication
- Feedback request



We do not store payment card details. We do not share data with third parties except GoCardless for Direct Debit processing or Webador/Mollie for online booking via our website.

Full GDPR policy available on request.

13. General

We reserve the right to make amendments to our Terms and Conditions at any time to reflect changes in our business or statutory obligations. The new version will be posted on our website and will take effect immediately upon posting.

If applicable these changes will be communicated to all our customers by email. If you book sessions after the new Terms and Conditions have come into effect as part of your booking process you will indicate your agreement to be bound by them.

14. Agreement

If you are making a booking for and on behalf of any other person, you represent that you are:

(a) the parent or legal guardian/carer if they are a minor; or (b) an authorised agent of said parent or legal guardian/carer such a person.

If you are purchasing an event/activity as a gift, you agree that you will provide the recipient with a copy of these Terms and notify them that by attending the event/activity they will be deemed to have agreed to abide by these Terms.

By booking a place or attending an event, you agree to these Terms & Conditions.

Wildlings Education - 10 August 2026

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