



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.

2. Bookings - permissions and responsibilities

- 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.
- The person making a booking must be either (a) the parent or legal guardian/carer of the child participant, or (b) been given permission by said parent or legal guardian/carer for the child to participate in Wildlings Education activities.
- It is also the responsibility of the person booking to obtain the parent or legal guardian/carer's permission to complete the Participant Form with accurate information — including medical and emergency contacts — OR to ensure the parent or legal guardian/carer completes it before the event or the start of term for recurring groups.
- The person booking must also ensure that the supervising adult accompanying the child has read and agrees to these Terms & Conditions.



Bookings made as gifts or on behalf of others

- If you book an event or activity as a gift OR purchase a gift card for a child — and you are not the child's parent or legal guardian, you must ensure that the parent or guardian is informed of these Terms & Conditions.
- By attending the event or redeeming the gift card, the parent or guardian will be deemed to have agreed to abide by these Terms & Conditions.
Completion of a Participant Form is still required for gifts or when purchasing an event or activity with a gift card.

3. 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 based on current prices.
- Prices are reviewed annually and may increase at the start of a new term or academic year. Any changes will be communicated to families in advance, and payment schedules will be updated if fees change.

Discounts

- Discounted rates apply only to families paying by Direct Debit.
- 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.

Updated 22 August 2026 - Reviewed Annually

Wildlings Education, Friars Mill, Bath Lane, Leicester LE3 5BJ



Price Reviews

- Wildlings Education reviews its session fees annually. Prices may increase at the start of a new term or academic year. Any changes will be communicated to families in advance.
- Payment schedules are based on current pricing and may be updated if fees change.

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, Transfers and Attendance Changes

- 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 or with at least 30 days notice.
- Transfer requests made after the term begins will only be considered if spaces are available and the original place can be filled.
- Places are booked for a **specific child** and a **specific day of the week**.
- **Day-swapping is not permitted** — children must attend on the day they are booked; places cannot be moved to another day of the week unless through a transfer request.
- **No substitutions are allowed** — siblings, friends, or different children cannot attend in place of the booked child. This ensures consistent ratios, safeguarding clarity, and stable group dynamics. Additional children must be booked and paid for and only available if space in the group.
- Bookings are made for the child, not the supervising adult. Any authorised adult by the parent/carer may attend with the booked child - 24 hour notice is appreciated.

Updated 22 August 2026 - Reviewed Annually

Wildlings Education, Friars Mill, Bath Lane, Leicester LE3 5BJ



- Wildlings Education does not manage alternating timetables or rota arrangements between childminders or families.
- Any **permanent change** to the child attending a recurring group (for example, a new child taking the place long-term) must be requested **at least 30 days in advance** and is subject to availability and approval.

Sibling Progression

- When an older sibling leaves a recurring group (for example, starting school), their place may be offered to a younger sibling within the same family, provided the younger child meets the age criteria and the change is requested **before the start of the next term** or with **at least 30 days' notice**.
- Sibling progression is treated as a new booking for the younger child and is subject to availability.
- If notice is not received within the stated timeframe, the place will be released to the waiting list on a **first-come, first-served basis** to ensure groups remain full.

Waiting List Places

- Families may join the waiting list at any time.
- When a family chooses to stop attending a recurring group, after giving the required 30 days notice or before the start of a new academic year, their place will be released back to Wildlings Education.
- If a place becomes available, it will be offered to families on the waiting list on a **first-come, first-served basis** to ensure groups remain full.
- Places in recurring groups cannot be transferred directly to another family or friend.

4. 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.

Updated 22 August 2026 - Reviewed Annually

Wildlings Education, Friars Mill, Bath Lane, Leicester LE3 5BJ



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 a place at recurring groups.
- Families who attend a taster session will have a place reserved for that recurring group and will be informed of the deadline to set up a monthly Direct Debit subscription (see 3. Recurring Sessions).
- If the subscription is not set up by the stated deadline, the reserved place will be released and offered to families on the waiting list.
- Families may join the waiting list at any time; places are allocated on a first-come, first-served basis to ensure groups remain full.

5. 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.



Cancellations cont.

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.

6. 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

Continues next page.



Parent/carer or supervising adult responsibilities:

- A parent, guardian, or other responsible adult (such as a carer, relative, friend, or childminder) must supervise the child/ren under their care throughout the session. This may include supporting their child/ren physically to complete the activities.
- Close supervision is required for children under 3 as there may be small parts or ingestible items at sessions including natural materials and plants which may not be suitable for children under 3.
- One supervising adult is included free per family (up to 3 children including babies) unless stated otherwise 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 including adults are suitably dressed - **See section 8 Clothing and equipment**
Participants not wearing appropriate clothing or footwear may be prevented from taking part in some or all activities for safety reasons.
- A completed Participant Form is required for all children to attend groups and events. **See section 2. Bookings including permissions and responsibilities**
- Also see **10 Behaviour expectations & separate Adults at Groups & Events Guidance**
- If you notice any safety concern during a Wildlings Education session — such as broken or damaged equipment, unsafe site features, or unsafe behaviour by a child or adult — please inform the Wildlings Education Leader immediately. Do not attempt to fix, move, or resolve the issue or behaviour yourself.

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.
- The parent, carer, or any person authorised by the parent or carer must inform Wildlings Education of any additional needs, allergies, dietary requirements, or medical conditions, and provide emergency contact details for a non-attending adult via the 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 **10 Behaviour expectations & separate Adults at Groups & Events Guidance**
- Wildlings Education is not an education provider. All children attend with a supervising parent, carer, or authorised adult, who retains full responsibility for the child's education, supervision, and statutory reporting.

Full Safeguarding Policy available on request.

Updated 22 August 2026 - Reviewed Annually

Wildlings Education, Friars Mill, Bath Lane, Leicester LE3 5BJ



8. Clothing & Equipment

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

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.

Clothing and Safety Around Fires and tools

We encourage all participants to dress comfortably while maintaining safety around fires and practical activities such as tools. 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.

9. 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.

Continues next page.



10. Behaviour Expectations

Wildlings Education encourages positive behaviour and cooperation throughout all sessions.

- Participants (children and adults) must follow safety briefings and instructions. Supervising adults should support their child/ren to do so and ask the Wildlings Education Leader if unsure or if they notice anything unsafe.
- If behaviour compromises safety, the Leader will remind the participant of expectations, explain the reason, and, where appropriate, de-escalate, redirect, or provide support.
- Behaviour strategies may be discussed with the parent or carer if needed.
- Children aged 12 and over may not use rope play structures, swings, or hammocks.
- The booked adult accompanying the child/ren is responsible for their behaviour throughout the session. If behaviour of a child or supervising adult is considered dangerous to others or property, the participant may be asked to leave the session or future programmes.
- Please also see our *Adults at Groups and Events Guidance* for further details.

Care of Equipment and Resources

- All participants and supervising adults must take reasonable care of Wildlings Education equipment, tools, and resources. Please use materials responsibly and follow the Leader's guidance when handling items.
- Any damage or loss caused by misuse may result in the participant being asked to stop using the equipment or, in serious cases, being excluded from the activity.

11. Photography & Media

- Policy updated to reflect current UK GDPR guidance and outdoor-education best practice.
- Approach refined — values unchanged: continuing to celebrate learning while protecting privacy.
- Identifiable images of children (including partial features – hands, clothing, back of head) now require **explicit opt-in consent**.
- Photos of children's creative work (art, craft, models) taken or used **only with consent**.
- Environmental photos may be taken **before or after sessions** – no children present – to show families what to expect.
- Consent managed via the **Participant Form**; parents may withdraw at any time.
- All images stored securely in line with UK GDPR.
- Full Photography & Media Policy available on request or at www.wildlings-education.co.uk/policies.

Continues next page.



12. Confidentiality & Intellectual Property

- All session content, plans, and materials used during Wildlings Education sessions are the intellectual property of Wildlings Education. They are provided solely for the enjoyment and benefit of participating families.
- Session activities, resources, and teaching methods may not be copied, reproduced, or used for commercial or training purposes without written permission from Wildlings Education.
- Attendance at a session does not grant permission to observe or record sessions for professional use, research, or reproduction of materials.
- Wildlings Education reserves the right to refuse bookings where attendance is sought for professional observation or replication of sessions.

13. Additional Services

Reports and Information Requests

- Occasionally, Wildlings Education is asked to provide written information or reports by parents for third parties (for example, Local Authorities, SEND teams) or to support benefit applications such as DLA. These reports are **not part of my standard provision** and are offered only as **optional, paid administrative work**.
- Reports are based solely on my **observations within group sessions** and are **not formal assessments or diagnostic documents**. They will only be prepared and shared **with the written consent of the parent/carer**.
- Requests for reports must relate to participants who have attended sessions within the **previous 12 months**. Reports will include factual attendance information — such as the number of sessions attended during that period — and a summary of relevant observations.
- Where third-party forms are to be completed and include multiple or detailed questions, Wildlings Education will complete only sections that can be answered based on direct observations within group sessions. Information beyond this scope will not be provided.
- **Administrative or written reports are charged at £30 per hour, with a minimum fee of £60**. This fee covers the time required to review internal records and session notes, check relevant photographs, hold discussion with the parent/carer where appropriate, and prepare the written report or complete third-party forms.
- Wildlings Education reserves the right to decline requests that fall outside our professional remit, outside of the above timeframe, where consent or payment has not been provided, or not legally obliged **or where workload or staff availability prevents completion within a reasonable timeframe**.

Continues next page.



Home Education, Curriculum & Educational Records

- Wildlings Education does not provide curriculum plans, lesson plans, or educational programmes for home-education records. Forest School sessions are child-led and responsive, and any learning that takes place is incidental and exploratory rather than curriculum-based.
- Parents and carers are responsible for recording and reporting their child's education to the Local Authority where required.
- If parents require written observations or information for home-education portfolios or third-party agencies, these fall under our **optional, paid administrative reports** (see Reports and Information Requests above). Reports are based only on direct observations within sessions and cannot provide curriculum mapping or formal educational assessment.

14. Data Protection

Wildlings Education stores personal information securely and only uses it for:

- Registration and participant management
 - Emergency contact and medical information
 - Payment and refund processing
 - Session and programme communication
 - Feedback and service improvement requests
 - Safeguarding and health & safety compliance
 - Legal or statutory record-keeping requirements (for example, insurance or incident reporting, HMRC audit, tax or compliance)
- Optional marketing or mailing updates, only where consent has been given

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.

Emergency Information Sharing

- In the event of an emergency, Wildlings Education may share relevant medical or contact information with emergency services (such as police, fire, or ambulance personnel) to ensure the safety and wellbeing of participants.
- Information may also be shared if required by law or statutory authorities.
- This will only occur when necessary and in accordance with data-protection legislation.

Home Education & Information Requests

- Wildlings Education provides outdoor educational experiences and enrichment activities but is not a registered education provider.
- All participants attend with a supervising parent, carer, or authorised adult, who retains full responsibility for the child's education, supervision, and statutory reporting.
- Wildlings Education does not hold authority to provide information about a child's education status, home-education arrangements, or attendance to Local Authorities or other agencies.

Updated 22 August 2026 - Reviewed Annually

Wildlings Education, Friars Mill, Bath Lane, Leicester LE3 5BJ



- If approached by a Local Authority or statutory body for information of this nature, Wildlings Education will direct them to the parent or legal guardian, unless information is required for safeguarding or emergency purposes as set out in these clauses.

Full GDPR policy available on request.

15 . Agreement

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

16. Amendments to Terms & Conditions

- Wildlings Education reserves the right to amend these Terms & Conditions at any time to reflect changes in our business operations or statutory obligations.
- The updated version will be published on our website and will take effect immediately upon posting.
- Where applicable, changes will be communicated to customers by email.
- By booking sessions after the updated Terms & Conditions have come into effect, you indicate your agreement to be bound by them.