

Holiday Club Booking Conditions

Revised February 2025

Thank you for your booking.

By making this booking you are confirming that the below information has been approved by the parent/guardians of the children that you are making a booking for.

1. Safety and First Aid

- All activities run by Surrey Wildlife Trust are run with safety as a priority and our Education Leaders are First Aid trained.
- If anyone in your group has learning difficulties or medical needs that our tutors need to be made aware of then please ensure they are informed of any relevant details as soon as possible.
- If your child requires (or may require) any medication or medical support during the event, you must tell a member of staff in person on the day of the event and provide clear details, with instructions in a named, sealed bag with the medication.
- To the best of your knowledge, you must consider your child medically fit to take part in the event and understand that the event leader has the right to exclude your child from the activities if, in the leader's opinion, the child's behaviour, illness or other condition puts the safety of themselves, or other children at risk.

2. Consent Form

- A consent form for all attendees must be completed before leaving children in our care.
- The Education Department reserves the right to refuse entry to the event without a signed, completed consent form.

3. 1:1 Support

Although adults are encouraged to drop their children off, due to staffing limitations, if your child requires 1:1 assistance at school you will need to provide an accompanying adult for the event.

4. Property

If any damage occurs to our property, equipment or building by your children beyond that caused by reasonable use then we reserve the right to recover costs of replacing or repairing the item/s from an adult listed on the consent form.

5. Clothing and Equipment

All participants should be adequately prepared for the outdoors:

- Clothing should be suitable for getting muddy/torn
- Winter: warm layers and waterproofs
- Summer: hats, sun cream and water should be brought; waterproofs if it looks like it may rain
- We recommend long trousers and long-sleeved tops, even in the summer, to help prevent bites, scratches and ticks – insect repellent is advised
- Footwear should be suitable outdoor shoes, ideally boots, to reduce the likelihood of slips, trips and falls

6. Inclement Weather

- Our events will run unless the weather poses a threat to the attendees and staff safety, on the condition that all attendees are appropriately dressed.
- We will aim to offer alternative indoor activities where possible, although this may not always be an option.

7. Refunds

- Unfortunately our sessions can only be run in the event that we have sufficient bookings.
- We reserve the right to cancel an event and in this case, we will inform you immediately and a full refund will be made.
- If you cancel your booking before 30 days prior to the event, then a full refund will be given.
- Should you cancel your booking within 30 days of the event, if there are people on a waiting list and we are able to resell your place, then we will consider a refund.

8. Data Protection

- We require a contact email address in order to send you information about your booking. You can opt in to receive additional communications after the event and you can opt out of these at any time.
- We will retain your data on our secure database for four weeks after the event, after which it will be removed.
- Your data will be stored and processed in accordance with our Privacy Policy - <https://www.surreywildlifetrust.org/policies>

9. Variation of Conditions

- The SWT Education Department reserves the right to vary its booking conditions from time to time as necessary.
- Bookings will be subject to those conditions prevailing at the time of booking confirmation.