APPENDIX A – BOOKING TERMS & CONDITIONS

GRANGE FARM CENTRE TRUST

FOREST SCHOOL, OUTDOOR LEARNING & SCHOOL VISITS

DRAFT BOOKING TERMS & CONDITIONS

For review - October 2026

1. Scope

These terms apply to Forest School, Outdoor Learning, community/family sessions, one-off events and school or organised-group visits delivered by Grange Farm Centre Trust (GFCT). They should be read alongside the relevant activity information, GFCT Privacy Notice and safeguarding arrangements.

2. Booking and payment

Public sessions will normally be booked through Bookwhen and paid online through Stripe. A place is confirmed when the booking and required payment have been accepted. Schools and organised groups may be booked directly and invoiced on the terms confirmed by GFCT.

3. Public booking cancellations and refunds

72 hours or more before the session: the customer may cancel and receive a refund of the session price, less an 80p administration charge.

Less than 72 hours before the session: no refund will normally be given. GFCT may make an exception where there are exceptional circumstances, at its discretion.

Non-attendance: no refund will normally be given.

For clarity, 72 hours means three complete days before the advertised start time.

4. Block Booking Terms and Conditions

Block bookings

Grange Farm offers a 10% discount when families book and pay for an entire advertised Forest School term. The booking covers all scheduled sessions within that term and reserves a place for the registered child on those dates.

Full payment is required at the time of booking.

Attendance and missed sessions

Block bookings are for fixed dates. Families are encouraged to attend all sessions to enjoy the full benefits of the programme. We do not routinely offer refunds, credits, alternative dates or transfers for individual sessions missed due to illness, holidays or other personal commitments. Exceptional circumstances may be considered at Grange Farm's discretion, without affecting statutory rights.

Cancelling before the term begins

Families may request cancellation at least 72 hours before the first scheduled session. Where this cancellation qualifies under our booking policy, a refund will be provided, less any clearly disclosed and lawful administration charge.

Any cancellation request received within 72 hours of the first session will be assessed in accordance with our fair cancellation terms, taking account of reasonable losses and whether the place can be filled.

Withdrawing during the term

Parents wishing to withdraw from a term booking must contact Grange Farm. Refund requests will be considered individually, taking account of sessions already delivered, the discounted booking price, reasonable losses and opportunities to refill the place.

Where appropriate, sessions already attended may be valued at the standard individual-session price when calculating a partial refund. This will not be used to impose an excessive cancellation charge.

Transfers

Block bookings are not routinely transferable to alternative sessions, other terms or other participants. Grange Farm may consider exceptional requests where appropriate.

Sessions cancelled by Grange Farm

If Grange Farm cancels a session, we will endeavour to offer a suitable replacement. If a suitable replacement cannot be provided or accepted, an appropriate refund will be offered for the affected session. Where a session is cancelled due to severe weather, unsafe conditions or circumstances beyond our control, the same approach will apply.

Booking and administration fees

Any booking or administration fees will be clearly displayed before payment. Charges retained following cancellation must be lawful, fair and reasonable.

5. Administration charge

Where a customer cancels and qualifies for a refund, GFCT will retain a 10% administration charge. This is a GFCT administration charge associated with processing the cancellation/refund. If GFCT cancels the session, this charge will not be retained.

"All advertised ticket prices include VAT and applicable booking and administration costs. Where a customer cancels a booking, any refund will be made in accordance with our cancellation and refund terms."

6. School and organised-group cancellations.

90+days or more before the visit: no charge.

60 days before the visit: GFCT will charge 50% of the agreed booking price.

Less than 30 days before the visit: GFCT may charge 100% of the agreed booking price.

GFCT may waive or reduce a charge in exceptional circumstances. This school/group scale is a proposed GFCT position and should be approved before the terms are published as final.

7. Cancellation by GFCT

If GFCT cancels a paid public session and cannot offer a suitable alternative, the customer will receive a full refund of the amount paid to GFCT for that booking, including any GFCT administration charge. For schools/groups, GFCT will normally seek to rearrange the visit or refund amounts paid for the cancelled visit.

8. Weather and outdoor conditions

Forest School and outdoor activities operate in normal seasonal weather. Rain, cold or muddy conditions do not automatically entitle a customer to a refund. GFCT may alter, postpone or cancel an activity where conditions are considered unsafe or unsuitable.

9. Changes and transfers

Tickets are not automatically transferable between sessions. Where GFCT agrees that a booking should be changed, it may require the original booking to be cancelled/refunded in accordance with these terms and a new booking to be made.

10. Late arrival and non-attendance

Participants should arrive at the stated time. Late arrival may mean that a participant cannot safely join an activity that has already started. No refund is guaranteed where attendance is missed because of late arrival.

11. Minimum numbers and operational changes

GFCT may cancel, combine or alter a session where minimum numbers are not met, staffing becomes unavailable, or circumstances outside GFCT's reasonable control make delivery impracticable. Where GFCT cancels a paid public session, section 6 applies.

12. Children, supervision and responsibility

For family/community sessions, the parent or responsible carer remains responsible for the child unless GFCT has expressly stated otherwise. For school and organised-group visits, the school or organisation remains responsible for its pupils/participants and for providing appropriate accompanying staff.

13. Medical, allergy and additional needs

The booker must provide information reasonably required for safe participation, including relevant allergies, medical conditions, medication, accessibility requirements or additional support needs. GFCT will make reasonable adjustments where practicable but must be told about relevant requirements in sufficient time.

14. Behaviour and safety

Participants and accompanying adults must follow reasonable safety instructions and respect staff, other participants, equipment, wildlife and the site. GFCT may end participation where behaviour creates an unacceptable safety, safeguarding or operational risk. A refund is not guaranteed in those circumstances.

15. Care of the site, environment and equipment

Visitors are expected to treat the site, natural environment, facilities and equipment with care and respect. Deliberate, reckless or unreasonable damage to trees, habitats, buildings, equipment or other property is not permitted. GFCT reserves the right to recover the reasonable cost of repair or replacement where damage results from deliberate or negligent behaviour. Normal wear and tear arising from appropriate participation in activities is not included. For school and organised-group visits, the school or organisation is responsible for the appropriate supervision and conduct of its pupils or participants while on site.

16. Privacy, photographs and safeguarding

Personal information is handled in accordance with the current GFCT Privacy Notice and overarching Data Protection / GDPR Policy. Promotional photography consent, where required, is dealt with separately and is not assumed simply because a booking has been made. Safeguarding matters are governed by GFCT's safeguarding arrangements.

17. Liability and statutory rights

Nothing in these terms excludes or restricts liability where it would be unlawful to do so, or affects rights that a consumer has under applicable law.

18. Acceptance

By completing a booking, the booker confirms that the information supplied is accurate, that they are authorised to make the booking, and that they accept the applicable GFCT Booking Terms & Conditions.

APPENDIX B – GF Foundation - Funded Places

GRANGE FARM CENTRE TRUST

BOOKING TERMS & CONDITIONS

For review - October 2027

1. Purpose and Funding

Grange Farm Centre Trust, through the Grange Farm Foundation (GFF), provides funding to support free or subsidised Forest School places for families experiencing financial hardship.

The scheme aims to improve accessibility, encourage participation and ensure that financial circumstances do not prevent families from enjoying Forest School activities.

2. Eligibility

GF Foundation Funded Places are available to families receiving Universal Credit or experiencing financial hardship.

Applicants may be required to provide reasonable evidence of eligibility, such as a recent Universal Credit statement dated within the last three months. Applications will be considered confidentially.

Eligibility does not automatically guarantee a funded place.

3. Availability and Allocation

A limited proportion of Forest School places will be reserved for Foundation funding, normally up to three places per session.

All funded places are subject to availability and approval by Grange Farm management.

4. Fair Allocation and Rotation

To ensure the widest possible benefit, GFF Funded Places operate on a fair rotation system.

- Funded places will normally be allocated for one term at a time.
- Families may reapply for subsequent terms but are not guaranteed continued funding.
- Priority will normally be given to eligible families who have not previously benefited from the scheme or who have been waiting the longest.
- Existing funded families may continue where places remain available.
- Exceptional circumstances may be considered at management's discretion.

5. Waiting List

Where demand exceeds availability, eligible families will be placed on a waiting list.

Places will be offered through a fair rotation process, taking account of previous participation, waiting time and individual circumstances.

6. Attendance and Misuse

GF Foundation Funded Places are made possible through charitable funding and should be used responsibly.

Families are expected to attend booked sessions or provide reasonable notice of cancellation.

Repeated non-attendance without reasonable explanation, deliberate misuse of bookings or knowingly providing false eligibility information may result in the suspension or withdrawal of funded places.

Grange Farm reserves the right to withdraw future funding following a reasonable review of the circumstances. Genuine illness, emergencies and other exceptional circumstances will be taken into account.

7. Booking and Verification

Applications for GFF funded places, must be approved by Grange Farm Management before booking. All applications must be submitted a least **14 days** before the upcoming term begins.

Successful applicants will receive private booking instructions or an appropriate booking code.

Updated evidence of eligibility may be requested when applying for future terms.

8. Confidentiality and Data Protection

Personal and financial information provided will be treated confidentially, accessed only by authorised personnel and handled in accordance with Grange Farm's Privacy Notice and applicable data protection legislation.

9. Scheme Review

Grange Farm Centre Trust reserves the right to review or amend the eligibility criteria, allocation arrangements, number of funded places and operation of the scheme.

Any changes will normally apply to future bookings and will not affect existing confirmed bookings, except where permitted by the applicable terms.