

## Booking and Cancellation terms and conditions

### Bookings

Bookings must be made using Woodventurers referral process. Woodventurers will design a bespoke programme of sessions in partnership with the customer and other relevant parties (the consultation process). The final programme plan must be agreed by both the customer and Woodventurers before commencement of the programme and ideally one week prior to the first session. During the consultation process, the programme content can be amended as many times as necessary.

A minimum non- refundable booking of 3 x 2 hours sessions applies.  
A set up fee of £60 applies.

### Fees - Payment

An invoice for the full cost of the agreed programme, as stated in the service level agreement, will be sent within 5 working days from the start of the programme. Invoices must be paid in full within 15 days of receipt.

### Cancellation / Refunds - Programmes

Cancellation of a programme due to unforeseen circumstances: All completed sessions are chargeable at full agreed cost. All remaining contracted sessions (after the initial three sessions) will be charged at 50% and the customer will be refunded the balance.

### Cancellation / Refunds - Session

#### Notice given by customer

#### Applicable fee / procedure

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For sessions cancelled with notice of more than two working days

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Sessions may be rescheduled to a mutually convenient time with the same learner. No refunds apply.

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For sessions cancelled with notice of less than two working days

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Sessions are chargeable at full agreed cost. No refunds apply.

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### Alterations / Cancellations of Woodland Learning or Sessions by Woodventurers.

It may be necessary for Woodventurers to change the content and timing of a programme of sessions, the Woodland Tutors, or the venue. (See Cancellation policy) In the unlikely event of the Woodland Learning programme being cancelled by Woodventurers, a full refund will be made for the session in question, or the customer may transfer the booking to an alternative, mutually convenient date, free of charge. For all bookings, the liability of Woodventurers shall be limited to the amount of the fee actually paid to Woodventurers by the customer.

Reviewed March 2022 by Toni Rogers and Nicki Proietti

Next review date March 2023