

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 per hour applies.

Fees - Payment

Invoices will be sent at the end of each month. Each invoice will cover the previous months sessions, or the full SLA, as is appropriate.

Please pay invoices by BACS or cheque within 15 working days. When paying by cheque, please keep payments below £999 or fees will be incurred.

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

Session cancellation (not by Woodventurers)

Full session fees chargeable.
No refunds

Cancellation by Woodventurers
Rescheduled session

Session rescheduled to a mutually acceptable time.
Charged at full cost to customer, no refunds apply

Cancellation by Woodventurers
Not rescheduled

Session not chargeable to
customer.

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.

July 2023