**Find Your Wild Terms and conditions**

* FIND YOUR WILD is a social enterprise running a variety of events, clubs and workshops connecting people to nature and each other, for better health and wellbeing. We run activities in Cambridge and Devon.
* Before booking on a course it is recommended you read and understand these terms and conditions. Once payment is made and written notification provided to the customer, both Find Your Wild and the customer are bound by these terms and conditions.



**Aims**

* Provide opportunities for fun, enjoyment and learning through a range of outdoor and indoor activities with a focus on connecting people to the natural environment
* Encourage intergenerational relationships
* Build confidence and develop resilience
* Inspire and nurture creativity



**Admissions and booking**

* All spaces at our events or on our courses are subject to availability, based on ratios and are allocated on a first come first serve basis.
* Sessions must be booked and paid for in advance in order for your booking to be confirmed.
* To book sessions see contacts details at the bottom of the page.
* Completed forms should be returned by email.
* Confirmation of a place will be given by email.



**Cancellation**

* Find Your Wild has the right to cancel a course or event in such cases as insufficient numbers of clients, severe weather conditions at the time or forecasted or unforeseen staff shortages. This will be unlikely, but if it happens we will refund your course fee or we can arrange for you to attend a course on another date.
* If a client wishes to cancel up to 30 days before a course start date, contact us via email and your payment will be refunded. If cancelled later than this we will only be able to refund 50% of the course fee.
* Failure to attend a course will be deemed as a cancellation and no refund paid.



**Payments**

* Payment to be made by BACS to:

Find Your Wild Ltd

Sort code: 08-92-99

Account number: 69744174

Please use your initial and surname as reference.

* Payments include all materials, tool use, equipment and site costs.
* We reserve the right to change the course costs, but if you have already booked on to a course or event and paid in full, your booking cost will be honoured.
* We reserve the right to terminate this contract immediately in the event of unsuitable behaviour or non-payment of fees.

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**Venue**

* Find Your Wild uses a number of different venues. Information can be found in the course details.



**Changes to activities/provision**

* It is unlikely that there will be any changes in activities or provision, due for example to the weather or nature of the outdoor setting, but if there are, we will always endeavour to provide appropriate and relevant activities and experiences, in their place.
* Participants will be expected to have suitable outdoor clothing for the season. A suggested kit list will be provided with the course information.



**Emergency Details Form**

* If a client has any allergies, medical conditions, recent injuries or is taking medication that you consider important to let our staff know about, please notify us. You will be provided with an Emergency details form after booking on a course, which you should fill out and bring with you on the day. This will also give us the ability to contact a named person in the event of incident.
* If you fail to bring the form on the day, we will ask you verbally if there is anything you need to inform us of and for you to provide an emergency contact telephone no.

**Liability**

* Courses often take place in the outdoors in various habitats within the countryside. They are by their nature, not completely free from hazard. We will attempt to make all reasonable precautions to minimise the risks. Clients must accept that accidents, including serious injury and death, can occur without Find Your Wild being at fault.
* Clients are kept safe by proper instruction from experienced staff. Clients are required to follow instruction and no responsibility for any injury or loss can be taken by Find Your Wild for information or instruction given between clients.
* For family activities, responsibility for the children lies wholly with the accompanying adult(s) and not with Find Your Wild.
* Find Your Wild is not responsible for any loss or damage to personal property including vehicles, equipment, clothing, or money. Car parking is often on private ground but could also be in public areas and highways. Cars are parked at the owners risk.
* Find Your Wild will only accept liability for physical injury to a client that is shown to result from negligence on the part of Find Your Wild.
* Clients will be asked to sign a disclaimer before taking part in activities.



**Equipment damages**

* It is unlikely that damages will occur to course equipment if the client follows safe practice after instruction. Should damage occur that we consider significant, we reserve the right to recover costs if deemed necessary.



**Behaviour**

* Clients and staff are expected to follow Find Your Wild’s Behaviour Policy.
* No drugs or alcohol are permitted during sessions and anybody deemed under the influence of these substances will be asked to leave immediately.
* In the event of any poor behaviour, the club staff will follow Find Your Wild’s behaviour policy and procedures.



**Health and Safety**

* Staff must follow the Find Your Wild Health and Safety and Safeguarding Policies and related documents in the Find Your Wild Handbook, to ensure the safety of all participants.
* The procedures to follow in the event of a fire or evacuation are detailed in the Handbook.
* All staff must make themselves familiar with the above documents.
* In case of emergency (such as medical or missing child) Find Your Wild management will be informed immediately, and procedures followed.
* There is always a qualified first aider on site during sessions and a first aid kit will be carried.
* All accidents will be recorded in the accident book and a medical form will be completed.



**Staffing**

* All Find Your Wild staff will adhere to the Find Your Wild policies found in the Handbook.
* The maximum number of children will not exceed a ratio of 1 adult to 4 children (1:4) for 3 year olds and 1 adult to thirteen children (1:13) for 4 year olds and over.
* All Find Your Wild staff are enhanced DBS checked and must attend Child Protection induction and/or training.
* Staffing arrangements are considered to meet the needs of children who have special needs.
* Children’s activities will be led by two Level 3 or higher qualified leaders when parents/guardians are not present. For children’s events that include parents or guardians, only one leader may be present.



**Complaints**

* If a client has a complaint, please raise this during the course or event, and we will try to resolve this at the time. Further complaints should be provided in writing within 30 days of the course ending to be considered.

**Enquiries for bookings and payments:**

**CAMBRIDGE:** 07764850485 (Lindsay Rae – Co Director); [lrae@findyourwild.org](mailto:lrae@findyourwild.org)

**DEVON:** 07837 988619 (Jo Twelvetrees – Co Director); [jtwelvetrees@findyourwild.org](mailto:jtwelvetrees@findyourwild.org)

WEBSITE: [www.findyourwild.org](http://www.findyourwild.org)