

Find Your Wild Terms and Conditions



- FIND YOUR WILD C.I.C. is a social enterprise running a variety of events, clubs and workshops with the aim of connecting people to nature and each other, for better health and wellbeing. We run activities in Cambridge and Devon.
- Before booking, 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. Find Your Wild reserves the right to review and amend these Terms and Conditions at any time. Any changes will be advertised on our website and will only apply to new contracts started after the change has been made.



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 our activities 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 for your booking to be confirmed, unless otherwise stated in the event/course details.
- Booking details are at the bottom of the page.
- Parental consent forms must be completed and returned before a child attends unaccompanied sessions.
- Completed forms should be returned where possible by email.
- Confirmation of a place will be given by email or WhatsApp



Payments and Cancellation

- Find Your Wild has the right to cancel a course or event in such cases as insufficient numbers of participants, severe weather conditions at the time or forecasted, or staff shortages. If this happens, we will refund your course fee, or we can arrange for you to attend a course on another date.
- Participants cancelling:
 - 30 days or more before the start date = 100% refund
 - Between 29 and 3 days before start date = 50% refund
 - Less than 3 days before the start date = 0% refund

- Payment to be made by BACS to:

Find Your Wild Ltd
Sort code: 08-92-99
Account number: 69744174

Please use the invoice number on our invoice or if no invoice, your initial and surname as reference.

- 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.



Venue

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



Changes to activities/provision

- In the unlikely event of changes in activities or provision, due for example to the weather or nature of the outdoor setting, 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 participant has any allergies, medical conditions, recent injuries or is taking medication that you consider important to let our staff know about, please notify us. We will ask for an emergency contact telephone on the day of the event, to use in the event of incident.



Liability

- Courses mostly take place in the outdoors in various habitats within towns and the countryside. They are, by their nature, not completely free from hazard. Participants must accept that accidents, including serious injury and death, can occur without Find Your Wild being at fault.
- Participants are kept safe by proper instruction from experienced staff. Participants 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 participants.
- For 'family' activities, parental responsibility 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 owner's risk.
- Find Your Wild will only accept liability for physical injury or death to a participant that is shown to result from negligence on the part of Find Your Wild.
- Participants 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 participant follows safe practice after instruction. Should damage occur that we consider significant, we reserve the right to recover costs if deemed necessary.



Behaviour

- Participants 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.



Health and Safety

- Staff and participants 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. Find Your Will often work to much lower ratios and staffing arrangements may need to be adapted to meet the needs of children with extra needs.
- All Find Your Wild staff are enhanced DBS checked and have safeguarding training.



Complaints

- Any complaint should in the first instance, and if possible, be raised during the course or event itself, and we will try to resolve this at the time. Further complaints should be provided in writing within 30 days of the course ending.

Enquiries for bookings and payments:

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

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

WEBSITE: www.findyourwild.org