

## **Great Oak Farm Booking and Refund Policy**

### **Booking Policy**

1. Booking Confirmation
  - All places must be booked in advance and are subject to availability.
  - A booking is confirmed once payment has been received and confirmation has been issued.
2. Payment
  - Full payment is required at the time of booking unless otherwise agreed.
  - Places cannot be held without payment.
3. Parent/Guardian Attendance
  - Farm School sessions are parent-accompanied. Children must be supervised by their parent or guardian at all times during the session.
  - Parents/guardians remain responsible for the safety, behaviour, and wellbeing of their child throughout the session.
4. Health Information
  - Parents/guardians must inform us of any relevant medical conditions, allergies, or additional needs before attending.

### **Cancellation and Refund Policy**

#### **Cancellation by Participant**

- Cancellations made more than 7 days before the scheduled session will receive a full refund.
- Cancellations made within 7 days of the scheduled session are non-refundable unless the place can be filled by another participant.
- Where possible, bookings may be transferred to a future session with at least 48 hours' notice, subject to availability.

#### **Missed Sessions**

- Refunds or credits cannot be provided for non-attendance, holidays, illness, late arrival, or early departure.

#### **Cancellation by Farm School**

- In the unlikely event that we need to cancel a session due to severe weather or other unforeseen circumstances, your booking will automatically be rolled over to a future session.

As a small community farm school, our operating costs continue regardless of whether a session takes place. These costs include insurance, equipment, animal care, site maintenance, and other essential expenses required to run the farm safely.

No wages are taken from session fees, and all proceeds are reinvested directly into the farm, its animals, facilities, and educational activities. By rolling bookings over to a future session rather than issuing refunds, we can continue to provide a sustainable, high-quality outdoor learning environment for all families.

### **Weather Policy**

Farm School is an outdoor experience, and sessions will run in most weather conditions, including rain and cold weather. Please dress appropriately for outdoor activities. Sessions will only be cancelled when weather conditions present a significant safety risk ie. High winds or a thunder storm.

### **Liability**

Participants attend Farm School activities at their own risk. Parents/guardians are responsible for supervising their children and ensuring they follow safety instructions provided during the session.

### **Refund Processing**

Any approved refunds will be processed within 14 days using the original payment method.