



Little Acorns Forest School Limited
Forest School Training
Terms and Conditions

1. Booking and Payment

- All bookings must be made via our booking site (Bookwhen) or by contacting us directly.
- Full payment is due before the start date of the course.
- We reserve the right to cancel your place if full payment has not been received by the deadline.

2. Cancellations and Refunds

- Cancellations must be made in writing (email is acceptable).
- Cancellations more than 28 days before the course start date will receive a full refund.
- Cancellations 14–28 days before the start date will receive 50% of the full course fee.
- No refund will be given for cancellations made less than 14 days before the course.
- In exceptional circumstances (e.g. illness with a doctor's note), course deferrals may be offered at our discretion.
- If we cancel or reschedule the course, participants will be offered a full refund or a place on an alternative date.

3. Participant Responsibility

- Participants are expected to attend all training sessions and complete required assignments in a timely manner.
- Any special learning needs, physical requirements or medical conditions must be disclosed at the time of booking.
- Participants are responsible for their own travel, accommodation and appropriate clothing for outdoor settings.

4. Health and Safety

- Safety is a priority. Participants must follow the instructions of the Course Instructor at all times.
- Risk Assessments will be carried out for all practical sessions.
- Participants must inform staff of any injuries, illnesses or changes to health status before attending.
- We reserve the right to remove any participant from a session if their behaviour puts themselves or others at risk.

5. Course Content and Certification

- Our training is aligned with recognised Forest School standards.
- To be awarded certification, all course elements (including written and practical components) must be completed to a satisfactory standard.
- We reserve the right to withhold certification if the Instructor deems the participant has not met the required standard.

6. Use of Media and Personal Data

- We may take photos / videos during the course for promotional purposes. Participants will be asked to opt-in to this at registration.
- All personal information will be handled in accordance with GDPR and our Privacy Policy.

7. Weather Policy

- Forest School is an all-weather learning experience. Training will continue in most weather conditions.
- In the case of severe or dangerous weather, alternative arrangements may be made and participants will be notified accordingly.

8. Liability

- We hold appropriate Public Liability insurance.
- However, we accept no responsibility for loss, damage or injury incurred during the course, except if caused by our proven negligence.

9. Complaints

- If you are unhappy with any aspect of your training, please speak to the Course Instructor in the first instance.
- Formal complaints should be submitted in writing and will be handled in accordance with our Complaints Policy.