**Into The Green Ltd**

# Booking and Cancellation Policy and Procedures (for individuals and private groups)

We are very happy to receive enquiries by phone or by email, however confirmation of bookings must be made through our Bookwhen booking platform at https://bookwhen.com/intothegreen .

**Please note that we require a completed Parental Consent and Medical Consent Form at least 3 working days before a Forest School session**

## Individual Sessions

On receipt of your booking, your course or place will be confirmed through the Bookwhen website or by email. If payment has not already been made, an invoice will be sent to the client/participant for immediate payment.

For individual sessions we require payment as soon as possible after the booking/place has been confirmed. If payment is not made within 48 hours of making the booking your place will no longer be guaranteed.

## Multi-session Forest School programmes

When booking a participant onto a course of Forest School sessions we require payment in 6 week blocks. Payment for the six week block is required in full, 10 working days before the first session is due to commence.

# Cancellation Policy

A cancellation or postponement should be made immediately once it is known and confirmed in writing by email or post.

Should Into The Green cancel an event an alternative date may be offered or a full refund will be made. Reasons for cancellation may include insufficient numbers of participants to cover the wages of additional staff, extreme weather conditions or staff illness.

Should client/participants cancel the following charges apply:

* Refundable if cancelled 5 days or more before the event

**Payment methods:**

* If booking through the Bookwhen website, payment can be made using paypal
* Direct online payment via your bank account to Into The Green .

Bank details are:

Account name: Into The Green

Account number: 92632675

Sort code: 40-22-09

Please use the participant’s name as a reference for the payment.

Into The Green – Booking and Cancellation Policy (private) 18/01/19 1