



Payment and Cancellation Policy

At Nestlings Forest School, we are dedicated to establishing clear and legally sound terms and conditions to foster a positive and mutually beneficial relationship between our Forest School and our valued clientele. We articulate our expectations and commitments to ensure transparency and integrity in all our transactions.

Payment for Sessions:

- **Advance Booking and Payment:** All sessions require advance booking and payment to secure enrolment.
- **Family Sessions:** Easily book and pay via our secure website platform for family sessions.
- **Birthdays and Celebrations:** To confirm your event booking, please contact us directly via email at info@nestlingforestschool.co.uk. A non-refundable deposit is mandatory to secure your reservation.
- **School, Nursery, Private, and Group Bookings:** For personalized pricing and booking arrangements, please reach out to us at info@nestlingforestschool.co.uk.
-
- **Nursery Inquiries and Bookings:** Inquiries regarding nursery enrolment can be directed to info@nestlingforestschool.co.uk.

Cancellation of Sessions for Parents/Carers:

- **Weather Conditions:** We strive to conduct sessions in all weather conditions, except in cases of adverse risks such as high winds or thunderstorms. In such circumstances, sessions will be promptly rescheduled, with affected participants notified via the email provided during booking.

- Rescheduling: If parents/carers are unable to attend the rescheduled session, they will be issued a voucher for future use, excluding Seasonal Special sessions.
- Unforeseen Circumstances: Should staff illness or other unforeseen circumstances necessitate the cancellation of Family sessions or Out of School Club sessions, a full refund or transfer to an alternative session will be offered.
- Event Bookings: Adverse weather affecting birthday or celebration bookings will result in rescheduling or refunding, with the non-refundable deposit deducted.
- Cancellation Deadline: For Family sessions and Out of School Club sessions, cancellations must be made at least 7 days before the event date to qualify for a 50% refund. Please note that block bookings do not qualify for refunds for individual missed sessions.

Cancellation of Sessions for Schools, Nurseries, Private, or Group Bookings:

- Refund Policy: Cancellations for sessions booked under school, nursery, private, or group bookings will not be eligible for refunds.
- Unforeseen Circumstances: Should Nestlings' staff illness or other unforeseen circumstances necessitate the cancellation of sessions, a full refund or transfer to an alternative session will be offered.
- Weather Impact: School, nursery, private, or group bookings affected by adverse weather will be rescheduled, with refunds not being issued.

Review Date: This policy will be subject to review in October 2024.

We greatly appreciate your understanding and cooperation with our policies. If you require further clarification or have any queries, please do not hesitate to contact us.