



## **Terms and Conditions**

### **Family Fun at Leigh Woods**

The following are our terms and conditions to which all bookings are subject. Written confirmation of the booking or payment for the booking from the client implies an acceptance of these Terms and Conditions. In these Terms and Conditions, "the client" refers to any individual or group booking the session.

#### **Confirmation:**

- 1.1 A booking will not constitute a legal contract until it has been confirmed in writing by both the client and My Green World and until payment in advance requested by My Green World has been paid and a copy of the Booking Form has been signed by the client and returned to My Green World.
- 1.2 My Green World reserves the right to refuse to accept any booking without stating a reason.

#### **Payment:**

- 2.1 Prices quoted are subject to variation up to 3 months prior to the session, after which they may vary due to change in Value Added Tax or other reasons outside My Green World's control.
- 2.2 Full payment is required in advance of the session. Until the payment is made, the booking is treated as provisional and there is no certainty that a place can be held for more than 14 days after making a provisional booking. If a booking cannot be accepted, notification and refund of any deposit will be sent as soon as possible. If you anticipate a delay in payment, please inform My Green World as soon as possible.
- 2.3 Payment should be made via Eventbrite, by cheque or bank transfer. Cheques should be made payable to My Green World.

#### **Cancellation:**

- 3.1 If it is necessary for you to cancel your booking, please inform My Green World in writing as soon as possible. Cancellation is effective from the date your letter is received at our offices and may be subject to cancellation charges as follows:
  - No refund is payable if the booking is cancelled by the client less than 24 hrs before the session.
  - 50% refund will be paid by My Green World if the booking is cancelled more than 24 hours before the session.
  - 100% refund will be paid by My Green World if the booking is cancelled up to 2 weeks before the session.
- 3.2 My Green World reserves the right to cancel or modify the contents of the session at short notice if this is in the interests of Health and Safety due to adverse weather conditions or unforeseen unavailability of staff.
- 3.3 My Green World reserves the right to cancel the session at short notice if minimum group numbers are not met. In this event a full refund will be made to the client.

#### **Medical information:**

- 4.1 The client must provide full medical information, including details of food/substance allergies at least 24 hours before the session commences. Failure to comply may result in the cancellation of the booking by My Green World.
- 4.4 My Green World staff are all First Aid qualified and always carry a First Aid kit. However, My Green World staff cannot be responsible for the administration of any medication.

**Behaviour:**

5.1 Children are expected to behave in a responsible manner. My Green World reserves the right to send home or make alternative arrangements for any persons involved in illegal or inappropriate behaviour whilst on location at Leigh Woods.

**Visitors with disabilities:**

6.1 My Green World and the Forestry Commission welcome guests of all abilities. Leigh Woods does have some wheelchair accessible areas and pathways. Disabled visitors should be able to manage independently or be accompanied by an adult friend, relative, carer etc on the same course, who is able to assist them. Please inform My Green World of any special needs during the enquiry and booking process to ensure all necessary preparations are made for your visit.

**Liability:**

7.1 Save as contained in statute My Green World will not be liable or responsible for any loss, damage or inconvenience of any type or kind.

**Law:**

8.1 These conditions and the contract of which they form a part shall be governed by English Law and the parties to the contract hereby submit to the exclusive jurisdiction of the Courts of England.

**Force Majeure:**

9.1 My Green World shall not be liable for any breach of its obligations under this agreement resulting from causes beyond its reasonable control including but not limited to fires, strikes, riots, embargos, inabilities to obtain supplies, or regulations of a civil or military authority.

**Whole Agreement:**

10.1 This whole agreement contains the entire understanding of the parties and the superseded all prior written or verbal agreements or representations. No variation will be binding unless in writing and signed by an authorised representative of My Green World.