

Terms and Conditions for booking



1. Introduction

Welcome to Ruki in the Forest. These terms and conditions outline the rules and regulations for booking and participation. Once a booking has been confirmed and payment has been made, a contract has been entered into and all the following terms become applicable.

2. Booking and Payment

- Booking: Booking are made online via a third party booking provider - bookaby
- Fees: The cost for individual sessions are clearly shown upon booking. Block booking discounts are automatically applied when added to the basket. Quotes for events or occasions not listed are available on request. Bookings made with a block booking discount must be fulfilled.
- Fees must be paid before the session unless otherwise agreed by both parties.
- Confirmation: Bookings are confirmed on payment and further information will be communicated via email.
- For some sessions a registration form is required. This will be sent out via email at least week in advance. This form must be complete before attendance at the session for the safety and well-being of the participant.

3. Cancellation and Refunds

- Customer Cancellation: Cancellations must be made 14 days in advance for a full refund. Cancellations made less than 14 days in advance will not be refunded unless the place can be filled by another participant from the waiting list.
- Organiser Cancellation: If the club is cancelled by the organiser due to unforeseen circumstances, a full refund will be provided.

In the following circumstances sessions will relocate to the cabin within the woodmeadow for the health and safety of participants and leaders:

Winds over 35 mph

Thunder and lightning

In the unlikely event that the cabin is not available for our use, we reserve the right to cancel the session and a full refund will be given

4. Attendance and Punctuality

- Attendance: Participants are expected to attend sessions on time.
- Late Pickup: For late collection of participants under 18 a fee of £5 per 15 minutes will be charged.

5. Health and Safety

- Medical Information: Under 18s - Parents/guardians must provide current medical information and emergency contacts. Emergency contacts must be contactable during session times. If anything changes or needs updating it is the responsibility of the parent/guardian to inform the staff in writing.
- Medication: Any medication must be handed to staff with written instructions.
- It is the responsibility of parents/guardians to ensure your children are suitably protected from the sun and to provide appropriate clothing for our activities as specified in the information sent to you before your session.
- Emergency Procedures: In case of emergency, appropriate medical action will be taken, and parents/guardians will be notified immediately. For more details on emergency procedures please request to see our first aid and emergency procedure policy.

6. Code of Conduct

- Behavior: Participants are expected to behave respectfully towards staff and other participants.
- Disciplinary Actions: Persistent inappropriate behavior may result in dismissal from sessions without refund.

7. Data Protection and Privacy

- Data Collection: We collect personal data to ensure the safety and well-being of participants.
- Data Security: All personal data will be securely stored and only accessible to authorised personnel.
- Consent: By registering, you consent to the collection and use of your and/or your child's personal data as described.
- We will retain personal data for the duration of sessions and for an additional one month thereafter to handle any post-event enquiries. After this period, the data will be securely deleted. Following Ofsted childcare provider requirements child records, contact records, daily registers, accident records and medication records will be kept for at least two years after a child has left the provision and records of complaints will be kept for at least three years after the date of complaint.

8. Liability

- Waiver: The organiser is not liable for any injuries or accidents, except in cases of proven negligence.
- Personal Belongings: We accept no liability for lost/damaged personal belongings and strongly discourage participants from bringing mobile phones or other valuable items.
- Insurance: Ruki in the Forest LLP is covered by Birnbeck Insurance.

9. Photographs and Media

- Consent: Photos and videos may be taken for promotional purposes if you have provided consent for this on the registration form or in person.

10. Special Requirements

- Additional Needs: Please inform us of any special requirements participants may have so we can make necessary arrangements.

11. Contact Information

For any questions or concerns, please contact us at hello@ruki.uk

12. Amendments to Terms and Conditions

The organiser reserves the right to amend these terms and conditions. Any changes will be communicated to participants/parents/guardians.

These terms and conditions ensure clarity and mutual understanding between Ruki in the Forest and the participants and/or parents/guardians of the participants, helping to manage expectations and protect both parties.