

Wildwood Bushcraft Terms and Conditions

Cancellation

Cancellation occurs when the customer instructs Wildwood Bushcraft that he or she is unable to attend a booked date, or when Wildwood Bushcraft informs the customer that a date will not run.

To book a place on a course, the customer may pay a non-returnable deposit up to a calendar month before the course start date. If the balance is not paid by this time, Wildwood Bushcraft reserves the right to treat the non-payment as a cancellation. More than a calendar month before the course the customer can change a course date once at no charge, however, on subsequent occasions they will incur a £20 transfer fee. The balance payment is required one calendar month before the course, and within this period the full course fee will be forfeited on cancellation by the customer. At this point the customer can only be transferred to another date or course once their place on the original course has been filled (a transfer fee of £20 will be charged). The customer acknowledges that it is reasonable for such penalties to arise, given the need to make preparations for the course substantially in advance. It is recommended that the customer takes out personal insurance to cover cancellation losses and if travel costs are likely to be high it is advisable to check course viability before booking travel tickets.

Should Wildwood Bushcraft have to cancel a course for any reason, the customer will usually be offered an alternative date. If this is not acceptable, the booked customer (not including provisional voucher bookings - see below) will be eligible for a full refund.

Gift vouchers

Gift vouchers are value items and as such are non-refundable. Vouchers are valid for 18 months (from either the date of issue or from the date of a provisional booking made at the time of purchase) and can be redeemed for equivalent monetary value on any Wildwood course. Vouchers can be re-sold or given to a third party. Purchasers and recipients are therefore responsible for ensuring that their redemption code is not disclosed to third parties who are not the intended users of the voucher, as a given code can only be used once.

If a provisional date booking has been made by the purchaser of the voucher, on receipt, the recipient should confirm whether or not they wish to attend this date. They can do this by either filling in a booking form with their redemption code or informing Wildwood that they will not be attending the provisional date. Once a provisional booking is so confirmed it becomes a full booking and the cancellation conditions described above apply. If a provisional booking is not confirmed within a calendar month of the course date, the provisional place may be lost and the recipient may have to book another date. The purchaser of the voucher has a responsibility to ensure that the recipient is aware of these Terms and Conditions, Joining Instructions and other booking details supplied with the voucher.

Participant Behaviour and Safety

All course participants (or in the case of organised groups - the leader/s) by agreeing to the current Terms and Conditions acknowledge that they have read and accept our **Safety Briefing Document**: <http://www.wildwoodbushcraft.com/Wildwood-Safety-Briefing-Doc.pdf>

All participants must agree to follow safety instructions (both written and verbal) and not to act in any way that compromises the safety, enjoyment, learning or well being of themselves, other participants, or staff. Wildwood Bushcraft will not tolerate abusive behaviour of any kind.

Wildwood Bushcraft reserves the right to remove from a course any person/s who does not follow the above guidelines, or in the instructor's judgement presents a serious safety risk (to themselves or others). Any person/s so removed, will not be liable for a refund or any compensation.

In addition, Wildwood Bushcraft may ask a person to withdraw from a course, without refund, if they are found to suffer from a physical or mental condition which in the instructor's judgement poses a threat to safety. If a prospective participant is in any doubt about this, they must discuss their condition with the instructor in advance and if the instructor deems necessary seek medical advice. In addition, participants are asked to be respectful of other participants, and staff, for example, with respect to noise (e.g. mobile phones off or in silent mode) and smoking (best downwind, away from the group); also, to show respect for the privacy and property of surrounding landowners and other land users.

Photography and video

Wildwood Bushcraft will occasionally take photographs or video for use in its publicity material - if the customer does not wish to be photographed or filmed, please inform Wildwood of this, otherwise consent will be assumed. Wildwood Bushcraft does not allow any of its lectures to be videoed.

Insurance

Wildwood Bushcraft has Public Liability insurance to cover its activities in cases where it can be shown to be negligent. It is, however, recommended that the customer takes out his or her own insurance to cover any damage to personal property, cancellation, losses and injuries for which Wildwood Bushcraft is not liable.

Liability

While all reasonable efforts will be made to ensure the safety and well being of participants, courses take place in an outdoor environment and participants must be aware, understand and agree that there are inherent dangers and certain unpredictability accompanying the courses. The participant accepts responsibility for such risks to personal safety and acknowledges that Wildwood Bushcraft is not responsible for any loss or damage to personal property.

Students must also acknowledge that participation in a Wildwood Bushcraft course does not qualify them in any way to teach the subject matter. Wildwood Bushcraft will not be liable for any injury that results from failure to follow its safety instructions.

Change to course content and dates

While all efforts are made to adhere to the advertised programme, Wildwood Bushcraft reserves the right to alter courses in accordance with weather conditions, availability of resources and other factors. This may include a change of venue or instructor. Wildwood Bushcraft may also, occasionally, change or cancel an advertised date, and will not be responsible for any losses as a result of travel arrangements made in advance. The customer is also advised to take out travel insurance to cover cancellation losses. Naturally, wherever possible participants will be informed in advance of any cancellations or date changes.

The decision to run or cancel a course due to weather conditions is at the discretion of Wildwood Bushcraft. Nevertheless, you must ultimately decide whether it is safe for you to travel.

Complaints procedure

In the unlikely event of a complaint about a Wildwood course or staff, the issue should initially be discussed with the instructor/s during the course. Should the complaint not be resolved satisfactorily at this point the participant should put the complaint in writing to the address below within 28 days. If not resolved at this point advice will then be provided on further complaints procedures.