

# Playful Paths Ltd: Terms and Conditions

At Playful Paths Ltd, our priority is to provide a fun, relaxed, and safe environment for everyone attending our sessions. Please read the following Terms and Conditions carefully before booking. If you have any questions or concerns, contact us prior to your session.

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## Attendance Requirements

- **Clothing:** All attendees must dress appropriately for the site - closed toe shoes and long clothes will add greater protection for attendees. Outdoor play is messy fun—expect clothing and footwear to get dirty!
  - **Additional Needs:** Inform us in advance of any specific needs so we can best support participants.
  - **Allergies & Medical Conditions:** It is essential you declare all relevant medical or allergy information at the time of booking. Many activities include sensory play or food items.
  - **Supervision:** At accompanied sessions (e.g., term and holiday stay and play sessions), parents/carers are responsible for their children at all times. One adult per child is advised.
  - **Unaccompanied Sessions:** For sessions where children attend alone (e.g., Holiday Clubs and home education learning sessions), participants are expected to follow our Behaviour Policy. Repeated negative, unsafe, or unkind behaviour may result in removal.
  - **Parties:** The party organiser must maintain an accurate list of medical needs and dietary requirements.
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## Health & Safety

- Activities are risk-assessed using a risk-benefit approach, balancing challenge with safety.
  - Daily risk assessments are carried out on our natural woodland site.
  - Expect natural and unexpected hazards such as uneven ground, roots, branches, mud, thorns, stings, unknown historical buried items and animals and toxic plants, for example mushrooms and poisonous caterpillars.
  - Parents/carers should report any damage to resources or hazards during sessions.
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## Illness

Please stay home if you or your child is unwell to help prevent the spread of illness.

Keep your child at home if they:

- Have had a fever or cough in the past 14 days
- Have had vomiting/diarrhoea in the last 48 hours
- Have heavy nasal discharge or discharging eyes
- Have symptoms of a communicable disease (e.g., measles, chickenpox, norovirus)
- Have COVID-19 symptoms or been in contact with someone self-isolating

Refer to our current COVID Policy for the latest guidance.

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## **Behaviour**

- We promote kindness, respect, and positive behaviour.
  - Any unacceptable behaviour from adults toward staff, volunteers or other participants may result in cancellation of your booking without refund.
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## **Photography**

- You're welcome to take photos/videos of your own child.
  - Promotional photographs are taken during sessions. Please tell us on arrival if you do not want your child in photos.
  - Please avoid sharing images of other children.
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## **Safeguarding**

- Our Safeguarding Policy is available upon request.
  - We maintain confidentiality unless there is a legal or safeguarding obligation to share information.
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## **Terms of Booking**

1. Participation is at your own risk.
2. Sessions may include den building, tool use, campfires, climbing, water play, and nature crafts. By booking, you consent to your child participating.
3. Booking and payment are made via [Bookwhen.com](https://www.bookwhen.com). Term-time sessions can be booked in half-termly blocks or individually. Events, holiday sessions, and parties are also available.
4. Parties require a deposit, with the balance due 2 weeks prior.
5. Bookings are non-refundable and non-exchangeable unless we are able to resell your ticket.
6. We aim to run sessions year-round. In the event of extreme weather (e.g., storms, high winds), we may cancel for safety. We will notify you and offer a make-up session or a refund.

7. Customers must adhere to our COVID Policy and health declarations.
  8. In the event of circumstances beyond our control (e.g., venue closure, illness, lockdown), we may suspend classes and offer refunds or rescheduled sessions.
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## **Equal Opportunities**

We are committed to providing inclusive, accessible sessions for everyone—regardless of background, ability, age, or culture.

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## **Property**

Your belongings are your responsibility. We cannot accept liability for lost or damaged personal items.

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## **Insurance**

We hold Public Liability Insurance. Details available upon request.

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## **Policies**

Full risk assessments, safeguarding, behaviour, and COVID-19 policies are available upon request.

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## **Data Protection**

We respect and protect your personal data in accordance with our Privacy Policy.

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## **Feedback & Complaints**

We value feedback and aim to keep open, honest lines of communication. You're welcome to provide feedback verbally, by phone, or via email. See the "Find Us" section of our website for contact details.