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**ROAM Outdoors Activity Centre Booking/Cancellation/Photograph/Medical Consent**

**Terms and Conditions**

**Securing a booking**Your booking will be secure once we have received full payment via PayPal or BACS transfer as agreed by ROAM Outdoors Activity Centre. This applies to ALL events.

**Cancellation and Refund Policy**Every effort is made to run activities outdoors in all weather conditions. In the rare event of high winds or extreme weather conditions, activities maybe re-scheduled or cancelled. ROAM Outdoors Activity Centre reserves the right to alter, re-schedule and cancel activities at any time. If we need to cancel or postpone a session due to circumstances beyond our control we will advise you via social media or if a group booking via a phone call to the organiser at least one hour before the event start time and earlier if possible. Safety is paramount.

**ROAM Rangers/Home Ed ROAMers/Mini ROAMers/Wild ROAMers/Special Events booking** – we will offer you a refund; though we may be able to offer an alternative date depending on availability

**Birthday Party or Organised Group booking** – we will offer you an alternative date to suit you or a full refund

**Refunds will not be made if:**

– Participants do not attend the day due to personal reasons and illness\*.

* In the case of a Birthday Party or Organised Group booking cancellation is not made with 14 days’ notice\*.
* ROAM Outdoors Activity Centre staff asks a participant to leave due to misbehaviour which is deemed detrimental to themselves and/or others.
* A child/family/group is unhappy with our programme of activities. We will however listen to any complaints or concerns and deal with them on a case by case basis.

**Poor weather conditions**
Every effort will be made to run activities outdoors in all weather conditions, however in the event of high winds or extreme weather conditions, activities maybe re-scheduled or cancelled. ROAM Outdoors Activity Centre reserves the right to alter, re-schedule and cancel activities at any time. If activities are cancelled, ROAM Outdoors Activity Centre will offer to re-schedule at a time that is mutually convenient.

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**Promotion consent**In signing a photo consent form, you authorise ROAM Outdoors Activity Centre to use photos and video footage taken during your activity to be used for ROAM Outdoors Activity Centre marketing and promotional material.

**Children with special needs**
If your child or a child in your group has a learning/support mentor at school we require you to provide a similar mentor to support your child during the ROAM Outdoors Activity Centre programme. The mentor must be a qualified person with credentials which can be checked. This person must have a DBS certificate. If ROAM Outdoors Activity Centre staff are not informed of your child’s special needs during the booking process, you will be contacted and asked to provide a support mentor. If you are unable to do so, you will be required to collect your child from the ROAM Outdoors Activity Centre programme. This condition is in place to keep your child safe and secure in an outdoor learning environment.

**Participants Health and Fitness**
Participants should ensure that they are in a satisfactory state of health before booking. Participants are requested to provide any relevant medical and dietary information at the time of booking so that necessary arrangements can be made.

**Medical Emergency consent for ROAM Outdoors Activity Centre**Upon booking a child into an event where the parent/guardian will not be present you authorise any ROAM Outdoors Activity Centre staff holding a current first aid certificate to administer first aid treatment to your child/children. This may be in the form of minor or major life saving treatment.  You also, authorise ROAM Outdoors Activity Centre to consent to any X-ray, examination, anaesthetic, diagnosis, treatment, and/or hospital care that may be recommended by a licensed physician or dentist. For minor illnesses or injuries and understand that ROAM Outdoors Activity Centre will attempt to contact the parents/guardian at the earliest practicable opportunity. For major illnesses or injuries ROAM Outdoors Activity Centre, will attempt to contact the parents/guardian before the commencement of any medical treatment, unless the child’s condition is such that treatment must be commenced immediately before contact with the parents/guardian can be made. Even if the parents/guardian cannot be reached, this authorisation remains in full force and effect.

\*CORONA VIRUS (COVID-19). If a cancellation to a booking of any kind is made due to COVID-19 a cash refund will NOT be made. We will instead offer a refund in the form of a credit to be used on a later date. This will a non-transferable credit issued to the booking customer

14.03.2020