

Wild Arts: Booking Terms and Conditions

This is an agreement between you ("You") and 'Wild Arts Atelier LLP' (facilitators Mariana Peron and Samantha Sheldrake, hereby referred to as 'Wild Arts'). This agreement comes into effect once you book with us so please read the following:

Bookings and Payment

Bookings will be made online via the website 'Book That In' and it is the parents/guardians responsibility to ensure all information provided on the bookings page is correct. This must include a current email address, contact phone number for the parent/guardian, emergency contact phone number and detailed information on any allergies, medical conditions and special educational needs of the person attending the session.

We retain the right to deny access to Wild Art sessions where a completed accurate booking form is not available.

Full payment is required at the time of booking and all payments are processed by 'Stripe' via 'Book that in'. Places are only secure upon receipt of full payment and completed booking form.

A booking fee is to be paid in addition to the session fee, this goes towards 'Book That In' and Stripe for their platform and is not received by Wild Arts.

Payment for sessions are made in advance and reserve your child's space for that paid period. If the next block is not paid then your child's place will not be reserved and the space will be open to new bookings.

You need to provide us with 2 weeks notice if you wish to discontinue your child's sessions so we can release your child's place to others.

Please contact Wild Arts in person or via email at wildhearthomeed@gmail.com to request any cancellations as this cannot be done by you.

If a payment is rejected your place will not be reserved. If you are signed up to auto-enrollment you will receive an email reminder about ensuring your payment details are still accurate and up to date. If you sign up to Auto-enrollment then you are agreeing to continue paying for the next block of sessions on an ongoing basis so your place will be reserved. You can also cancel your auto-enrolment at any time but please note we will still require 2 weeks notice.

If a particular session becomes fully booked customers will have the option to be placed on a waiting list. The waiting list is for that specific day only as per the dates

on the website booking page, it is not a reservation for a different day or type of event. Wild Arts may suggest another day where there is available space.

Places are strictly allocated on a first come, first served basis and no places are given any priority or reserved in advance.

One off sessions may be offered as and when facilitators are aware of a space becoming free and organised on an ad-hoc basis. One off payments will also be through 'BookThat In' or via invoice'.

Alternative payments will be considered but not guaranteed by prior arrangement with either Samantha Sheldrake or Mariana Peron, who can be contacted on our business email wildhearthomeed@gmail.com or in person during the sessions.

Cancellations and Refunds:

We require at least 14 days advance notice if your child will not be able to attend a session. We will offer your session to be rolled over or used at another time. There may be some circumstances where a refund may be agreed with the facilitator.

If we cannot provide a session due to your child's absence, we will offer you an alternative session to make up for the missing session, up to a maximum of 1 alternative session per term. However, if your child cannot attend an alternative session we offer you will have to pay for the session your child did not attend.

Payment for sessions will not be refunded if your child does not show up.

Sessions will run through all weather (unless extreme). If you chose not to bring your child because of bad weather yet the session is going ahead, you will not be subject to a refund or rollover.

If for any reason a session is cancelled by Wild Arts, for example due to facilitator illness, a refund for that session will be issued.

Wild Arts are not responsible for delays outside our control. If our supply of any session is prevented because of an event outside our control, then we will contact you as soon as possible to let you know.

Wild Arts operates an inclusive environment but reserves the right to deny your child an ongoing space for the sessions if we feel they are not suitable for your child or we cannot provide the best provision for them. We will refund you any future paid sessions if we make this decision.

You have the right to withdraw your child from the sessions anytime if you do not feel they are suitable or if your child no longer enjoys the sessions. We will always aim to

overcome challenges and work together to ensure all parties are happy; however if a resolution is not reached we may offer to refund your unused session/s.

We will make any refunds due to you as soon as possible, using the same method you used for payment.

Cooling off period

After a booking and payment has been made online the customer has a cooling off period of 14 working days to make a cancellation if they so wish in accordance with Consumer Protection (Distance Selling) Regulations 2000. To cancel a booking customers must email wildhearthomeed@gmail.com. A full refund will be provided if the request is made within 14 days of the initial booking but before the first session commences. If a cancellation is made after sessions begin then the rest of the sessions will be refunded provided we are notified 5 days prior to the following session.

Drop off and Collections from sessions

It is the parent/guardians responsibility to drop off and collect their child from the session class on time. If the parent/guardian wishes for their child to be collected by someone else then it is their responsibility to inform Wild Arts either by email or by phone or text. We will require you to send information about this person such as their relation to the child and their full name. This person will need to bring Identification with them if neither facilitator has met them before so that we can prove their identity.

If the person responsible for collecting the child from the sessions is persistently late then Wild Arts have the sole discretion to refuse to allow the child to continue the sessions. In these cases no refunds will be issued by us.

Complaints:

We aim to take a personal response to any complaints and will communicate with you directly to resolve any issue democratically. Where wider input is required we may arrange parental meet ups to gain a deeper understanding of the needs and make a decision based on the majority input.

Please direct any complaints to wildhearthomeed@gmail.com or speak to us after the sessions in person. If we feel we are unable to discuss matters efficiently at that time we may arrange a phone call with you for a more suitable time.

Further Information:

Nobody else has any rights under this contract. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

Each of the paragraphs of these terms operates separately. If any of them are found to be unlawful, the remaining paragraphs will remain in full force and effect.

Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaching this contract, it will not prevent us taking steps against you at a later date.

These terms are governed by English law and the jurisdiction of the English courts.

Warranty

By requesting a booking with us, you warrant that you are the parent or guardian of any relevant child and that you have the legal right to make such a booking for sessions and to comply with these terms.

For information on how we use your data please see our Privacy Policy which is also available through the booking site.

Anything in the meantime contact us wildhearthomeed@gmail.com