

## Cancelation and Refund Policy

In the unlikely event that a session is unable to be held in the planned location due to weather forecasted, where the FS leader judges that the weather is not suitable for the scheduled group, an alternative outdoor session, if at all possible, will be offered in a less vulnerable area e.g. in open area if windy. This may take place in a garden or open field at Borlum. Where an alternative outdoor session cannot be offered, the session will be rescheduled for a later date. In the unlikely event that we cancel a scheduled session a full refund will be given for full price sessions, where a 25% discount for a block was applied no refund will be given for first 2 sessions cancelled in any 1 block, where a 50% refund was given on annual booking no refund will be given until 21 sessions in the year are cancelled.

Other reasons Bairns and Branches may have to cancel will include staff absences, restrictions due to urgent works in and around the forest area. In the unlikely event that we cancel a scheduled session a full refund will be given.

Where participants cancel or miss a session there will be no refund or rescheduling.