



# Terms and conditions for attendees of Muddy Toes sessions, delivered on behalf of The Outdoor Club CIC sessions

These sessions include but are not limited to Muddy Toes Baby Club, Muddy Toes Toddler Club, Muddy Toes Explorer sessions and Pop Up Clubs

We try to keep our terms and conditions straightforward. We hope you will agree that what we set out here provides clear guidelines of what you can expect from us and what we, in return, expect from you.

## Payment for sessions

Payment in advance of the sessions is required to ensure there are enough resources, snacks drinks and other consumable goods. If you book onto sessions with less than 48 hours' notice availability of resources may be limited.

## Cancellation

Muddy Toes sessions carry on in all weathers, except during adverse weather that may cause an adverse risk, such as high winds or thunderstorms. In such an event the session will be rearranged. We aim to give as much notice as possible. If the session leader has to cancel due to illness or unforeseen circumstances then the session will be rearranged.

## Cancellation by Parent/Carer

Booking a block of sessions helps us to offer a significant discount on your sessions. Once the block of sessions has commenced it won't be possible to offer a refund for the block. We are unable to issue refunds for individual sessions missed during a series, or for one-off sessions.

For all tickets, 7 days notice needs to be given for a refund to be authorised prior to the start of the block or session.

## Medical, additional learning support and dietary needs.

We collect relevant information upon booking. For us to provide the best experience for you and your family, please give all necessary details. These details will be kept in line with our privacy policy and will only be shared with session leaders.

## Photography consent

We collect consent for picture and video clips of children and adults to be taken, and, used in selective social media, marketing and newsletters. If you change your mind regarding the use of these, please contact us as soon as possible.

## Knowing what kit is the right kit for Muddy Toes sessions



Suitable clothing, for the environment and the weather are really important for both adults and children. The following is a guide for suitable clothing.

## Suitable clothing

- Long sleeved T-Shirt or shirt
- Fleecy top or jumper
- Long trousers
- Socks that stay up inside Wellington boots
- Wellington boots or waterproof shoes/boots
- Waterproof coat
- Hat
- Gloves

## Safeguarding

We have policies and procedures related to safeguarding for both clients and staff, which can be found on our webpage [www.theoutdoorclubcic.co.uk](http://www.theoutdoorclubcic.co.uk). If you have any questions relating to safeguarding in relation to a child or vulnerable adult then please contact us.

## Protecting your privacy

Any personal information will be kept in line with our privacy policy (found on our webpage [www.theoutdoorclubcic.co.uk](http://www.theoutdoorclubcic.co.uk)). Emails provided for booking purposes will not be automatically added to our mailing list, you will need to subscribe to our list to receive regular news and updates.

## Feedback and Concerns

We encourage all participants and carers/parents to give us feedback about their experience at any of our Muddy Toes sessions and are always seeking ways to improve our sessions and make them the most welcoming they can be for our community. Throughout the term, we will have written feedback forms available which can be anonymous. Please give us your thoughts – we always welcome feedback.