



Hidden Valley Bushcraft Terms and Conditions

Arrival

We ask that participants arrive at least ten minutes before the start of the party/activity to ensure that it starts on time. We cannot guarantee being able to wait for late arrivals or extend the length of the activity to account for late arrivals.

Age Restrictions

Each course will have details of the minimum age contained within the description. Under 18's must be accompanied by a paying adult.

Health and safety

It is important to understand that there are inherent risks involved in the activities and that they have the potential to cause injury. We risk assess all activities and before commencing, we provide a health and safety briefing so that participants, children and supervising adults are aware of the rules and health and safety guidelines of activities. Once received, it is their responsibility to adhere to these and to listen to the instructor/s.

Hidden Valley Bushcraft instructors and assistants will not be liable to any person, parent or child now, or in the future for any loss, expense, damage or claim that they might have against them for any injury to a child or damage to their property as a result of them participating in the activities.

We take health and safety extremely seriously; it is an essential element to ensure that activities are carried out safely, to ensure that everyone is safe and having fun!

Clothing

It is the responsibility of participants to ensure that they are wearing appropriate clothing and footwear for the activities. For participants under 18 years of age, it is the responsibility of the parent/guardian. Sensible

footwear is a must, we also recommend old clothing as it is possible that clothing may get a little muddy.

Medical/ Dietary Requirements

Participants must inform us of any special medical conditions or dietary requirements that may effect them (or their child's) well-being, mobility, or performance while participating in activities.

Participants must carry essential personal medications, such as anti-allergy, asthma, or diabetic drugs. You will be provided with the relevant paperwork upon booking.

For group booking, including parties, it is the responsibility of the Group Organiser to inform us of any medical concerns, dietary requirements or allergies of the participants.

If we do not have this information clients may not be able to participate in the activities run by Hidden Valley Bushcraft.

Weather Conditions

Prior to the activity, the instructor will monitor the weather forecast for the location. In extreme weather conditions, Hidden Valley Bushcraft reserve the right to cancel the course if it is deemed the weather is likely to put clients in any potential danger. If this is the case, the course will be rescheduled on a mutually convenient date. If you decide to cancel the event in poor weather after we have risk-assessed it as safe to go ahead, this will be treated as a cancellation and we will not be able to issue a refund. Please get in touch if you have any questions.

Appropriate clothing must be worn or carried by clients to prepare for all anticipated weather conditions.

Group Booking enquiries and booking confirmation

We will hold provisional group activity dates for up to 48 hours. This is to provide you an opportunity to check your availability.

Bookings are confirmed once a 10 % deposit has been paid. For bookings made online, full payment is taken at the time of booking.

Balance payments

The activity balance must be paid at least two weeks before the activity date. We will send you an email to remind you and with the details – amount due and how to make payment.

Please note: late payment may result in the cancellation of your booking, and the loss of your deposit.

Payment methods

For online bookings, we ask that payment is made via the Eventbrite website.

For other bookings payment by bank transfer (BACS) is preferred, we will email you our bank details as part of the booking confirmation.

Cancellation Policy

If you are unable to attend an event that you have booked online for any reason, we are unable to provide a refund. We will allow another person to attend in your place but you must inform us of their name and dietary requirements at least 7 days prior to the activity date,

If you cancel a group booking the following cancellation fees apply. This is based on the full cost of the activity.

In all circumstances, a deposit is non-refundable.

Over three months (>13 weeks) – 0 (except deposit) 6 to 12 weeks to go – 50%

Less than six weeks to go – 75%

Less than a week to go (7 days) – 100%

Please note that we reserve the right to cancel bookings and issue you with a refund; unless the booking has been cancelled due to late payment.

COVID-19

Our Covid Risk Assessment is regularly updated.

Activity dates are subject to change depending on the Government Guidelines. If we have to postpone the activity due to this, we will let you know as soon as possible.

During the activities we will be following the guidelines set by the Government.

If participants or participants of their house hold **start to display symptoms of coronavirus** leading up to the activity date they **MUST NOT ATTEND** and must follow the guidelines issued by the Government: <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

We are unable to provide a refund if you are not able to attend as a result of circumstances surrounding Covid-19.

Charges for unreturned items

There is a £25 charge per item for unreturned items to cover repurchase costs.

This is for bushcraft kit and resources used during the activities – charges will not be made for accidental damage. We will inform you if an item has not been returned to see if it can be located. If not, we will invoice you for the item/s.

Fires

No fires are to be lit other than in designated fire places .

Litter

All litter is to be removed at the end of every activity and either taken from site or placed in designated bin areas. This will be completed by our instructors. However, for overnight stays, all clients have a responsibility to keep their own areas clean and tidy. Hidden Valley Bushcraft aim to promote a 'leave no trace' and 'minimal impact' attitude towards the environment to ensure it is protected for future generations to enjoy and for biodiversity to flourish.

Hazardous Areas

When working in areas considered to be potentially hazardous, it is the individual's responsibility to keep the instructor informed of the nature of the hazards. Course Instructors, when working in such conditions, will ensure that all necessary precautions are taken. When working in areas

where hazards are considered likely to arise, no one is permitted to work alone. A risk assessment must be completed before undertaking courses in any hazardous area.

Alcohol and Drugs

It is forbidden to consume alcohol or any illegal substance whilst on any Hidden Valley Bushcraft Premise. All persons engaged in the activities have a responsibility to ensure that they are not, through the consumption of alcohol or a drug, in a state that may endanger themselves or any other person. Anyone believed to be under the influence of such a substance or believed to have broken this policy will be asked to leave the activity with immediate effect. A refund will not be provided.

Our Code of Conduct (what you can expect from us and what we expect from you):

Hidden Valley Bushcraft instructors and staff expect clients to:

- Listen to instructions provided and co-operate with staff in all instructions they give
- Act responsibly with the equipment provided as instructed during the health safety briefs
- Remain focussed and sensible at all times
- Remain positive towards all members of the group
- Be polite, courteous and treat others with respect
- Ask instructors for additional information or help whenever necessary
- Take responsibility for themselves and other group members

- Proactively engage with the group during practical and theory session
- Respect the environment and leave it as you found it
- Be punctual and actively participate in group activities
- Dress appropriately for the weather and environment
- Advise the Instructor of any special medical conditions or dietary requirements that may effect their well-being, mobility, or performance while participating in activities. Clients must carry essential personal medications, such as anti-allergy, asthma, or diabetic drugs
- Hidden Valley Bushcraft instructors and staff will:
- Strive to deliver a high quality product to clients
- Positively encourage participation in all activities
- Ensure all reasonable steps have been made to reduce any risks or hazards to clients during activities.
- Ensure all qualifications are kept up to date and will provide details or copies of certificates of training, including DBS clearance certificates upon request.
- Continuously assess methods of instruction in line with the required standards.
- Provide one to one instructing where applicable to ensure all learning styles and levels of

learning are catered for during group activities.

- Demonstrate that inclusion and participation are integral to all learning, no matter what learning capability, religion, gender or race.
- The course will be delivered in English
- Be fully committed to adapt courses and material regardless of physical or mental disability wherever possible.
- Maintain client confidentiality and adhere to data protection rules.
- Provide all relevant equipment and PPE required for specific activities unless otherwise stated in the joining instructions.
- Maintain all issued equipment to ensure it is in full working order
- Operate a zero tolerance approach to the misuse of the equipment . Anyone found misusing the equipment will have their privileges regarding the equipment removed until a responsible attitude has been proven. This action is taken at the discretion of the instructor.
- Operate a zero tolerance approach to bullying or abusive behaviour, swearing towards staff or other participants. Any behaviour of this nature will result in warnings from Instructors and/or supervisory staff members, and possibly lead to exclusion from the course without refund. This action will be taken at the discretion of the course instructors. A democratic discussion will be held between all involved parties to achieve the most safe and sensible conclusion to the situation.
- Regularly review all policies and procedures to ensure they fall in line with legislation and best practise.

- Communicate between group organisers and guardians/parents of all attendee
- Ensure a first aid kit is readily available at all times
- Cater for the dietary requirements of clients where possible, but it is their responsibility to ensure they inform the instructor at least 7 days prior to the activity of any specific dietary requirements.