

Booking Conditions

Making a booking

To arrange a booking with us, please complete an Enquiry Form on our website. We cannot guarantee the date and time requested on your form are available, but we will do our best to accommodate you. Once we receive your booking enquiry form and a date and time are agreed, you will be asked to fill out the full booking form on the website. You will then be sent a letter of confirmation.

Invoicing

You will be invoiced for the full amount at the time of booking; please make sure these are your finalised booking numbers as no amendments will be issued after the invoice has been raised. If attendance is less, you are still required to pay the full invoice value. If attendance is more, an additional invoice will be raised. The invoice is to be paid prior to your activity date. Please provide details of who to invoice if this is different from the contact name. You can email this to outdoorlearning@theparkstrust.com.

Alteration to bookings

If you need to alter any arrangements please email or phone the Outdoor Learning Team as soon as you become aware that changes are necessary on 01908 233600, outdoorlearning@theparkstrust.com and we will do our best to accommodate them.

Cancellations

There is a high demand for ranger led visits, especially in the summer term. If you need to cancel your session, and the cancellation is made within 2 weeks of the visit, we reserve the right to charge you for 50% of the cost of your booking. If it is within one week of the activity taking place, you will be charged the full amount.

Start and finish times and late arrivals

Any changes to the start and finish times should be communicated to us up to 7 days prior to your session. We reserve the right to cancel a session if you are more than 20 minutes late.

Bad weather

Alternative dates will be offered to a group whose booked session has to be postponed due to very poor or dangerous weather conditions (not just drizzle!).

Data Protection

We do retain personal details up to the date that the event/activity you have booked onto takes place in order to be able to communicate with you concerning that event/activity where it is necessary to do so. We also retain personal details after the event/activity has taken place mainly in order to keep you informed about other events/activities that we think you may be interested in. We will only use the information we collect about you in accordance with our privacy policy a copy of which can be found by following the link below:

<https://www.theparkstrust.com/information/privacy-policy/>

Preparing for Your Visit

Risk Assessments and Health and safety

As part of your pre-visit planning preparations, all site specific and any activity specific risk assessments relevant to your visit, can be downloaded from our website <https://www.theparkstrust.com/our-work/safety-in-our-parks/>. (All of our relevant policies are also available on request.) Please note that none of our activities involve children entering the water.

It is important that you carry out your own risk assessment, further to these as responsibility for the group remains with you. If you need any further advice on risk assessments, the carrying of first aid kits, child/adult ratios etc. please contact the Outdoor Learning Team who will have all the relevant details of the requirements you need to meet. Whilst we appreciate that you will need adults to come along to keep your ratios correct, we ask that there are no more than 7 adults with each group as it can become distracting with lots of people present. Please contact us if you would like to arrange an accompanied pre-visit or if you have any questions about the accessibility of our activities.

All our eligible staff and volunteers are DBS checked.

General Information

Facilitation and all technical equipment for the session will be provided by The Parks Trust, however, responsibility for and discipline of the group remains with the group leaders. If the behaviour of the group or an individual is inappropriate, the ranger will stop the session.

Please ensure that your group is dressed appropriately for the weather, including all adults present. In winter this may mean warm, waterproof clothing and footwear. If wellies are worn, then we suggest a second pair of socks is worn to keep children's feet warm.

In the summer this may mean sun cream and hats. As most activities will involve being on uneven ground and in and around long grass where there may be nettles and brambles, we recommend that attendee's legs are covered and that sandals are not worn.

Please be aware that there are no facilities in the parks in Milton Keynes, except at Campbell Park, Howe Park Wood and Linford Lakes Nature Reserve. (Please speak to us about the facilities available if you are planning to take part in an activity there.)

We advise that all participants wash their hands thoroughly after taking part in any of our activities. This is particularly important prior to eating or drinking. If you plan to bring a snack or have a picnic after the session, please make sure you can provide a suitable method of cleaning the participant's hands. If snacks are to be eaten during the session, please advise of this at the time of booking the session as this will impact on the timescale needed.

The Parks Trust will not be held responsible for the loss or damage of any personal belongings brought to the session.