

Booking Conditions

Making a booking

To arrange a booking with us, please complete an Enquiry Form on our website. Once we have checked dates, we will send an email link to a Booking Form. Please complete this and we will then send a confirmation email with your details and links to risk assessments, session resources and map.

Invoicing

You will be invoiced for the full amount a month before the booking or at the time of booking if this is within a month. 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.

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. If you have underestimated the numbers attending, please let us know 14 days prior to your session taking place, otherwise your session may be cancelled due to staffing ratios.

Cancellations

There is a high demand for the visits, especially in the summer term. If you need to cancel your session, and the cancellation is made within 1 week of the visit, you will be charged the full amount. If it is within two weeks, then you will be charged 50% of the full amount.

Bad weather

We do not cancel sessions due to rain, so it is very important that all attendees dress appropriately. On the rare occasions when there are dangerous weather conditions (storms/very high winds), sessions will be postponed, and alternative dates will be offered to schools/groups/individuals. If no alternative dates are mutually agreed, the session will be cancelled and refunded.

Start and finish times and late arrivals

Please arrive at the meeting point at the arranged time. Any changes to the start and finish times should be communicated to us up to 7 days prior to your session. If you are running late to the session, please contact us by phone on: 01908 233600. If you are late to sessions, we will not usually be able to extend the session time and you will be still charged for the session.

If snacks are to be eaten during the session, please advise of this at the time of booking the session so that we can adapt the timing of the session.

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:

<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, our basic risk assessment for school activities can be [found here](#).

Our more detailed activity and site specific risk assessments can be downloaded from our website [here](#). All other relevant policies are available on request.

If you are a school or community group, it is important that you carry out your own risk assessment further to these, as pupil responsibility remains with you. If you are a school and need any further advice on risk assessments, the carrying of first aid kits, pupil/adult ratios etc. please speak to your school visit co-ordinator who will have all the relevant details of the requirements you need to meet.

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. None of our activities involve children entering the water.

All our eligible staff and volunteers are DBS checked.

First Aid

All of our staff are trained in First Aid and will carry a first aid kit. However, responsibility for first aid, including holding and administering any necessary medication, will be that of the school and supervising staff.

Behaviour

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 school/group leader/accompanying parent or guardian. If the behaviour of the group or an individual is inappropriate, the Outdoor Learning Leader will stop the session.

Clothing

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. We recommend boots or wellies. Trainers are not appropriate in wet weather. 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, in and around long grass where there may be nettles, brambles and ticks, we recommend that children's legs are covered and that sandals are not worn.

Toilets

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 at one of those locations.

Hygiene

We advise that all participants wash their hands thoroughly when they return to school/home after taking part in any of our activities. This is particularly important prior to eating or drinking.

Lost Property

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

Please contact us on 01908 233600 if you have any queries. We look forward to your visit.