



# Terms and Conditions for Elements Outdoor Learning

## Insurance

Elements Outdoor Learning (Elements) hold full employers and public liability insurance with Birnbeck Finance. All staff are DBS checked and a thorough employment process is carried out prior to commencing work.

It is important to note that insurance does not cover the personal belongings of any individual taking part in any session, therefore it must be fully understood that Elements are not responsible for the loss, damage or destruction of any personal goods, however so caused.

## Bookings and Payment for sessions

For the first 2 weeks of each new booking there will be the option of two taster sessions for £65 (for new bookings only). After these sessions you will be contacted for feedback and, if you are interested in continuing, a non-refundable payment will be required for the rest of the term in full. BACS transfer is preferred. All bookings are accepted on the understanding that parents/carers have read and accepted our Health and Safety Policy, Safeguarding Policy and Emergency Procedures, which are available on the website and on request.

## Forms

All forms must be completed, signed and returned at least 48 hours before the commencement of the first session. We also require any changes to information submitted on our medical/consent forms to be shared with us, for the comfort and safety of all attendees.

## Clothing

Suitable clothing for the environment and weather is especially important to keep protected from the elements, as well as flora within the setting. We want to ensure children feel comfortable, warm and dry in colder months and cool yet protected in warmer climes.

## **Suitable Clothing**

### Warmer climes:

- Thin long sleeved t-shirt or shirt
- Long trousers
- Closed toe shoes or wellington boots
- Sun hat
- Please send your child in with suncream on and their own suncream in their bag
- Summer waterproofs (or packed in their bag)
- Spare clothes in their bag, including some warm layers in case it gets a bit chilly in the woodland

### Colder Climes:

- Thermal underlayers
- Thick trousers
- Layers of tops
- Jumper
- Thick socks
- Woolly hats
- A few pairs of gloves in case they get wet. Ski gloves for very cold days.
- Wellington boots (or waterproof boots), with waterproof trousers over the boots.
- Winter waterproofs, trousers and jacket.
- Spare change of clothes, spare waterproofs and spare wellington boots in their bag.

## **Behaviour**

At Elements Outdoor Learning, we have a duty of care towards the children and adults we work with. For this reason, we have Code of Conduct for Adults Working with Children as well as a Code of Conduct for Children attending the sessions. The behaviour codes aim to help us foster a caring, fun and inspirational environment, in which children can feel confident to explore and learn with friends whilst at our setting. We hold our values of friendship, growth, respect and fun in high regard and believe that by building a safeguarding culture, where staff, children and their families treat each other with respect and are comfortable about sharing concerns, we will be able to reach our goal of providing high standards in holistic, active, practical and cooperative outdoor learning.

If your child is unable to abide by the Behaviour Code of Conduct, and poses a high safeguarding risk to other children, the director of Elements will speak with parents/carers and, if a positive response cannot be achieved, the child will be removed from our bookings.

## **Risk Benefit Activities**

Our sessions involve managed outdoor activities, including tree climbing, tool use and exploration of natural terrain. These activities are risk-assessed and supervised by trained staff, but by their nature cannot be made completely risk-free. Parents and carers booking a session acknowledge this and accept that minor injuries such as bumps, scratches or falls may occasionally occur, and that in rare circumstances a more serious injury could accidentally happen despite reasonable care and supervision. By booking, parents/carers confirm that they have read and accept our Health & Safety, Safeguarding and Emergency Procedures, which are available on the website and on request.

## **Weather**

At Elements Outdoor Learning, we like to connect with all that nature has to bring, including the cold and wet weather. We encourage children to bring and wear the correct clothing and equipment to ensure they stay comfortable throughout the seasons. However, there are certain weathers that pose a risk to children and staff, such as thunderstorms, continuous high winds and heavy snow. In these circumstances we may be required to cancel the session and parents will be informed of closures as soon as it is known, ideally the day before. Refunds will be given for closures due to extreme weather conditions unless a day in lieu can be offered.

## **Cancellations**

Elements Outdoor Learning will be open throughout the Dorset Term Time, unless adverse weather prevents this, as explained above.

If the session leader is unable to attend due to illness or unforeseen circumstances, the Elements director will organise for a qualified member of staff to cover the session. If this is not possible, the session will be cancelled, and a refund will be provided or another day may be organised for your child to attend.

Unfortunately, refunds will not be given for individual sessions missed by children during a term or if your child decides they no longer wish to attend. If you would like to cancel your child's space altogether, please provide 4 weeks notice before the end of a term.

Please do not send your child to our sessions if they have been sick or had diarrhoea within the previous 48 hours.

In the event that a session is cancelled due to an emergency or an unforeseen site closure, we will either refund or offer a replacement session

## **Safeguarding**

At Elements, we believe that every child has the right to feel safe and happy as well as provided with opportunities to develop their full potential. The welfare of children is paramount in all the work that we do and staff at Elements have a responsibility to ensure the wellbeing of all children whilst in our care. If you have any questions relating to safeguarding, in relation to a child, then please contact us. We provide confidentiality in relation to information shared with us by service-users, except in circumstances where working in partnership with children, their parents or carers and other agencies is essential in promoting young people's welfare.

The director of Elements is a qualified primary school teacher, with experience teaching within England and Australia, and has an up to date outdoor first aid and safeguarding qualification. All members of staff are knowledgeable on and competent at following Elements safeguarding policies and procedures, including risk assessing activities planned, and unplanned, within the setting.

## **Feedback and Concerns**

We, at Elements Outdoor Learning, aim to work closely with parents and carers to ensure your children have the best time in our care. We will do our utmost to support your child to engage in the planned activities, build strong friendships, navigate the land safely and to manage any interpersonal challenges they may face whilst in our care.

We understand that your child may experience situations that we may not be aware of and/or you may not feel satisfied with the way in which an incident may have been handled. In those circumstances we encourage parents and carers to follow our complaints procedure to ensure your child continues to feel safe and happy whilst at Elements Outdoor Learning.

## **First Aid**

A qualified outdoor first aider will always be onsite with a fully stocked and in date first aid kit. Staff will administer prescribed medications with written consent from parents/carers. Medicines need to be in their original container with precise information on dosage and timings written and signed by the child's GP. An Administering Medicines Policy is available for your perusal if you so wish.

In events such as accidents or incidents within the Elements setting, first aid trained staff will deal with the situation competently, with confidence and positivity ensuring your child is cared for with compassion and reassurance. However, should a more serious incident occur, that is outside of our remit, our staff will follow the Elements Emergency Procedures to ensure timely and effective treatment is provided to your child by emergency services. All accidents and first aid treatment provided will be kept on record and signed by a member of staff and a parent/carer on pick up.

## **Allergies**

Please ensure all known allergies are made aware to Elements staff on the booking forms. For those suffering with nut allergies, we cannot guarantee our site is 100% nut free due to the environment in which we are working, however we will make sure that parents are aware of what not to pack in lunches to accommodate for any allergies within the group.

## **Protecting Your Privacy**

Any personal information, stored on paper, relating to adults or children attending sessions will be kept for the duration of the child's attendance plus 3 years, in line with insurance/legal requirements for incident reporting.

Whilst we respect the privacy of individuals, we do take photographs and sometimes short video clips during the sessions which we like to use to share with parents and to help encourage others to come along. When completing your booking form, please indicate if you are happy for photos/videos to be used for marketing purposes or shared onto our Facebook and Instagram page.

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_