

Cancellation Policy and Terms & Conditions



Payment for sessions

All sessions must be paid in full online at the point of booking. This can be done by through the Bookwhen account. No refunds will be given if your child does not attend due to illness or holiday.

Cancellation due to staff illness

If any of the Muddy Bugs Forest School staff are too ill to run the session, they will try to replace themselves to ensure the session can still go ahead. If we are unable to find a replacement the session will be postponed, and we will offer everyone an alternative date to return for their session or a refund.

Cancellation due to extreme weather

Although forest school happens in all weathers, safety will always come first. If there is strong wind or extreme thunderstorms whereby, we feel the session is exposed to unacceptable risk the session leader may decide to cancel. Unfortunately, no refunds are given. Please see the Weather Policy for more details.

If the session has started and a decision to finish early is made, no refunds will be given. If we cancel before the session starts, we will issue a credit note for a future session.

COVID-19

If you are no longer able to attend a session due to needing to self-isolate, you can gift your space to a friend. There may be times if we have enough notice that we can transfer your space to someone on our waiting list and then a refund could be given, however we are afraid this is not always possible or guaranteed.

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