



## **PAYMENTS POLICY**

# Payments

**1** The Outdoors Group Ltd reserves the right to alter the quote by up to £500 if the agreed activities include kit requiring significant set up or activities where additional instructors may be required, this would be discussed and made clear prior to the start of the course.

**2** The Outdoors Group Ltd reserves the right to charge;

- Individuals an additional £50 administration charge for following up on late payments, this can apply per month late or per correspondence at the discretion of the Company Directors/Secretary.
- Companies and other organisations an additional £100 late payment charge per month for unpaid invoices, plus an additional charge of £50 per correspondence regarding late payments. These charges will apply for any payment that is later than the 21 days provided for payment of invoices taken from the date the invoice was first sent.

**3** The Outdoors Group Ltd will seek legal aid in recovering payments that are more than 3 months late, this action will be taken at the discretion of the directors of the company.

**4** Our prices are shown on the website for all standard delivery programmes and per day consultancy fees. Any bespoke work or package deals will be priced at the discretion of The Outdoors Group Ltd and agreed with the customer before the start date of the programme of events. In all cases, these prices, fixed or otherwise are subject also to points 1 & 2.

**5** We will invoice a company at the latest within 1 month after the day of delivery of the programme for all courses, our invoices are payable within 21 of the date of invoice, past this date payments are considered late and will be subject to points 2 & 3.

**6** For longer programmes of work and bespoke packages The Outdoors Group Ltd will invoice for a deposit prior to the start of the programme for an agreed percentage of the overall costs (20%). The remainder of the monies due will be invoiced for at the end of the agreed programme period this option will be discussed and agreed with clients prior to work commencing. In some circumstances The Outdoors Group Ltd will accept payments by instalments up to the last delivery date of the programme for which it applies.

**7** All invoices under the heading of point 6 will also be subject to a payment period of 21 days, after which points 2 & 3 may apply.

**8** Any deposits will be subject to the terms of the individual contract under which they were paid. In some cases this may make deposit payments non refundable even if a programme does not run, this will be made clear in the terms of the individual contract.

**9** The Outdoors Group Ltd reserves the right to alter these terms based on the agreement of the company directors. Any changes to the policy will be published on the website and will only affect new contracts from the point at which the document was changed.

**10** The Outdoors Group Ltd will charge a cancellation fee of 20% of the quoted price for any course cancelled after the quote and date for the course delivery has been agreed and the course details sent to the customer.

**11** This policy will be published on the website and all customers will be directed to this as their point of reference.

## **Terms of Service**

- The Outdoors Group Ltd terms of service and quality of provision is set out in policies published on our website.

- The Outdoors Group Ltd has a commitment to safe working practises and regular site surveys laid out in policies on our website.

- There is a clear Safeguarding Policy and commitment to staff training that is laid out in policies published on the The Outdoors Group Ltd website.

- The Outdoors Group Ltd has a clear complaints procedure laid out in policies published on the website.

- All contracts won by The Outdoors Group Ltd will be subject to the policies and procedures laid out in policies and published on the website.

- The Outdoors Group Ltd will also be bound by the special arrangements for bespoke contracts as agreed at the time of the quote being accepted.

- No additional arrangements will supersede anything set out in company policies; if there is a conflict between the arrangements and the policy detail it will be the policy detail that is adhered to.

## **Forest School Leader Training**

- All forest school leader training needs to be paid for either by;

- Monthly instalments in consecutive months, or
- Payment in full for the programme.

- No one will be submitted for certification until full payment has been received.

- Late payments will be subject to the same terms as laid out above.

- Applications submitted without payments will not have a guarantee of a place on the training programme.

- Anyone cancelling their training with less than two weeks notice before the first day of the of the practical training are liable for a cancellation fee of £100, this will be deducted from any fees already paid should a refund be required.

- Course attendees have one year to complete their portfolio of work, this begins from the date of the first day of practical training. If their submissions are past this date and they still want to complete the course then they will be charged an additional £100 per month, for each month the course work is overdue.

## **Forest School CPD Courses**

- Bookings are taken on a first come, first served basis with payment in full to be made at the time of booking.
- In the event of a cancellation, an effort will be made to find alternative dates or sessions for participants to attend. If this is not possible then a refund will be provided.
- If a booking is cancelled by the customer two weeks or more in advance of the start date a refund will be issued, with 10% of the payment kept by us as an administration fee. Bookings cancelled closer than two weeks before the event date will not receive a refund.

## **Toddler Clubs and Home Education Family Sessions**

- Bookings are taken on a first come, first served basis with payment in full to be made at the time of booking.
- A booking needs to be made for each term as bookings are not automatically carried forward.
- In the event of a cancellation due to circumstances outside our control (eg bad weather), a refund will not be provided, however an effort will be made to find alternative dates or sessions for participants to attend. No guarantee of availability for alternative sessions is given.
- In the event of a cancellation due to circumstance within our control a refund will be given.
- If a booking is cancelled by the customer two weeks or more in advance of the start date a refund will be issued, with 10% of the payment kept by us as an administration fee. Bookings cancelled closer than two weeks before the start date will not receive a refund.

## **Holiday Clubs**

- Bookings are taken on a first come, first served basis with payment in full to be made at the time of booking.
- In the event of a cancellation due to circumstances outside our control (eg bad weather), a refund will not be provided, however an effort will be made to find alternative dates or sessions for participants to attend. No guarantee of availability for alternative sessions is given.
- In the event of a cancellation due to circumstances within our control a refund will be given.
- If a booking is cancelled by the customer two weeks or more in advance of the start date a refund will be issued, with 10% of the payment kept by us as an administration fee. Bookings cancelled closer than two weeks before the event date will not receive a refund.

## **Birthday Parties**

- Bookings are taken on a first come, first served basis with payment of a deposit of £50 to be made at the time of booking.
- In the event of a cancellation by the Company, a full refund of the deposit is offered or we will reschedule the party for an alternative date, dependent on availability.
- If a booking is cancelled by the customer two weeks or more in advance of the booking a refund will be issued, with 10% of the payment kept by us as an administration fee. Bookings cancelled closer than two weeks before the start date will not receive a refund.

## **Home Education Groups (for children aged 6+)**

- Once a child's place has been confirmed (an email will be sent by the Company confirming the reservation of a place for the days/sessions requested) the parent is expected to pay for all sessions scheduled, whether or not the child actually attends.
- Each child's place will be carried forward each term until a parent gives notice of their intent to cancel the placement.
- Two weeks notice in writing (email is sufficient) is required to cancel a child's place, be this before the sessions start or after a child has started attending. The parent is liable to pay for all sessions booked in the two week notice period.
- In the event of a cancellation due to circumstances outside our control (eg bad weather), parents will be given the choice of a 50% refund for the cost of the session or a make-up session at a Holiday Club at any of our Forest School sites. No guarantee of availability for alternative sessions is given.
- In the event of a cancellation due to circumstances within our control a full refund will be given.

## **Forest School Kindergarten**

- Once a child's place has been confirmed (an email will be sent by the Kindergarten Manager following receipt of a completed Application Form) the parent is liable for the £25 enrollment fee.
- Should a parent wish to cancel their child's place, four weeks notice is required before the planned start date; if less than four weeks notice is given then the parent is liable for a cancellation fee of £25.
- After a child has started at the Kindergarten, should the parent wish to cancel the place or reduce their child's hours then four weeks notice is required. If less than four weeks notice is given then the parent is liable to cover the cost of the missed days/hours at the full fee paying rate (please refer to the Kindergarten Policy Notes and Parent Handbook for details). This is the same for those fee paying and/or using the Early Years Education Funding/30 Hours funding as we are unable to claim the pre-school funding from the Local

Authority.

- In the event of a cancellation due to circumstances outside our control (eg bad weather), a refund will not be provided, however, an effort will be made to find alternative dates or sessions for children to attend. No guarantee of availability for alternative sessions is given.
- In the event of a cancellation due to circumstances within our control a full refund will be given for those who are fee paying.

## **Transitional Learning Programme (Intervention)**

- Contract are issued on termly basis, the number of sessions will affect the cost of each individual session. Bookings for less than ten sessions will be charged at a higher rate, than those where the sessions total ten or more.
- In the event of a cancellation due to circumstances outside our control (eg bad weather), a refund will not be provided, however, an effort will be made to find alternative dates or sessions for learners to attend. No guarantee of availability for alternative sessions is given.
- In the event of a cancellation due to circumstances within our control a full refund will be given.
- In the event that the learner fails to attend a session, the fees will still need to be paid in full.
- If a booking is cancelled by the customer with notice of seven days (one week) or more in advance of the session date a refund will be issued. Bookings cancelled with less than one weeks notice will not receive a refund.
- In the event that a customer wishes to cancel the contract early, then four weeks notice (28 days) is required. If less than four weeks notice is given, then the customer is liable to cover the cost of all missed sessions at the full rate.

*Date amended: 24<sup>th</sup> February 2020*

*Signature of Director or Company Secretary:*

A handwritten signature in black ink, appearing to read 'Shevek Pring', written in a cursive style.

*Name: Shevek Pring*

*Review date set: 1<sup>st</sup> February 2021*

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