

Payments & Cancellation Policy

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V2	31/10/24	Policy expanded to include new products and reformatted

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Introduction

Purpose

The Outdoors Group provides education, activities and courses in woodland areas. The purpose of this policy is to clearly layout the payment and cancellation terms for customers wishing to take part in the activities and courses offered.

The first sections are relevant to all bookings and payments. Customers should also refer to the relevant section for the activity for which they are booking and refer to [Appendix A](#) for a summary of payment terms, cancellation terms and late payment terms by activity and course.

Who should read this policy

This policy is relevant to all customers of The Outdoors Group. Senior leadership, Business Management staff members and staff who work in Forest School and Training and/or Transitional Learning Programme should be familiar with the contents of the policy.

Definitions

- The Company is The Outdoors Group (also known as TOG)
- Customers are any person(s) or organisations paying to take part in an activity or course offered by The Outdoors Group.

Payment terms

1. The Outdoors Group Ltd reserves the right to alter these terms based on the agreement of the Co-CEOs. Any changes to the policy will be published on the website and will only affect new contracts from the point at which the policy was changed.
2. This policy will be published on the website and all customers will be directed to this as their point of reference.

When To Make Payments

Full payment

Payment for the booked activity/course should be made **in full before the scheduled start of the activity** (unless the customer has an agreed payment plan e.g. by direct debit).

If paying by tax-free childcare or childcare vouchers, the customer should capture the processing of the payment through the relevant portal by email confirmation or screen shot of payment processed, so proof of payment can be shown to the Forest School Leader at the start of the session if required.

We will not accept any participants for whom payment has not been made in full or where a payment plan is not ongoing.

Reminders

Customers will receive a reminder invoice via email within 2 weeks of the payment becoming due.

Deposits

All deposits are non-refundable.

Deposits of 10% of the full payment should be made at the time of booking for the following activities to secure the booking:

- ITC level 2 Forest School Leader Training
- ITC level 3 Forest School Leader Training
- ITC level 3 Learning Beyond the Classroom

Cancellation Policy

Cancellation by Customer

- For cancellation policy for individual products please refer to the grid in [Appendix A](#)
- If a customer wants to move their booking to another date, cancellation time frames apply. Bookings can be moved without penalty if the change request is made outside of the cancellation period.

Cancellation by TOG

- In the event of a cancellation due to circumstances **outside our control** (e.g., bad weather), a refund will not be provided, however an effort will be made to find alternative dates or sessions for participants to attend (there is no guarantee of availability for alternative sessions).
- In the event of a cancellation due to circumstances **within our control** a refund will be given.

Accepted Forms of Payment

There are multiple ways that payment can be made.

- BACs – details of how to make payment via banking online can be found on the invoice.
- Online card payment (Stripe)– a clickable link on the electronic invoice allows customer to pay securely online.
- PayPal at the time of booking (you do not need a PayPal account)

- Go Cardless – This is a secure way of making regular payments for several of our activities (at our discretion). Contact our finance department on finance@theoutdoorsgroup.co.uk to set this up.
- Childcare vouchers – These can only be used on sessions where a child is unaccompanied and the provision is OfSTED registered.
Please note: You **must** make payment within 7 calendar days of making your booking. Contact us directly about setting up payment via this method. These are the childcare vouchers that are accepted:
 - Apple Childcare: CA00011411 (The Outdoors Group)
 - Bravo Benefits: EY555175 (Ofsted number)
 - Busy Bees: EY555175 (Ofsted number)
 - Care-4: 40037798
 - Childcare Grant Payment (CCG): CCG3788935
 - Computershare: 0025737359
 - Edenred: P21044203
 - Enjoy Benefits: EX2 9QL (Parents just need this postcode)
 - Kiddivouchers: EX2 9QQ (Parents just need this postcode)
 - My Benefits Bundle: 05860
 - Reward Gateway: 18624395403 (RG Childcare ID)
 - Sodexo: 873404 & postcode EX2 9QQ
- Tax-Free Childcare:
 - For Exmouth: EY555173
 - For Totnes: 2747760
 - For Okehampton Forest School: EY555174
 - For Escot: 2747764

Short notice booking

If paying by Tax Free Childcare or Childcare Vouchers, when processing your payment through the relevant portal, please ensure that you capture this activity via email confirmation or screen shot of payment processed.

You may need to show this to the forest school leader when dropping off as proof of payment. We will not accept any children for whom payment has not been made in full.

Monthly instalments / Direct debit

This form of payment is only available for Accredited training and Home Education Groups

At the time of booking, customers can set up a monthly payment plan to cover the cost of the activity. This may mean the payment schedule will carry on past the start of the activity.

However, if the payment of the instalments is cancelled before the whole amount is paid, then the remainder will need to be made in full before attending the activity or within 21 days of the payment plan's cancellation.

In the case of failed payments, we will retry these payments three times until payment is successful. If the issue is ongoing, we will cancel the payment and adjust the due date to be 21 days from the date of the most recent failed payment and usual payment terms will apply.

Past Due Payments

Penalties

The Outdoors Group Ltd reserves the right to charge late charges on overdue invoices.

- **Individuals:** an additional £50.00 per invoice for following up on late payments. This will be applied **per month overdue**.
- **Companies and other organisations:** an additional £100.00 per invoice following up on late payments. This will be applied **per month overdue**.

Forest School Training

Forest School Leader Training

- Applications submitted without payments will not be guaranteed a place on the training programme.
- Certificates for accredited training will not be issued until all payments have been received in full.
- Course attendees have one year to complete their portfolio of work. This begins from the date of the last day of practical training. If course work submission is past this date and they still want to complete the course, then they can request a one-year extension, charged as indicated on our website.
- If payment is not received for the extension within 4 weeks of request, the course attendee will be removed from the working list of active trainees and access will be withdrawn to online resources until payment is received. No qualification certificates will be issued unless all payments have been cleared

- If a further extension is required course attendees will need to pay a further cost (as per website) for each year extension.
- In addition, ITC (the awarding body) stipulates that if a course attendee takes longer than three years to complete their qualification, they are required to attend a one-day practical refresher training course.

Forest School Groups, Clubs and Parties

Home Education Groups (for children aged 6+)

- These groups run during term time only (see website for dates). Once a child's place has been confirmed (via email), the parent is expected to pay for all sessions scheduled, whether the child attends.
- The child's place is **ongoing** until the parent /carer notifies via email that they intend to leave.
- Two weeks' notice in writing is required to end 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 (e.g., 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).

Alternative Outdoor Provision

A Service Level Agreement (SLA) will be signed by both parties (The Outdoors Group LTD and the customer). This will lay out the finer details regarding sessions, costing, payment terms and cancellation fees.

The Outdoors School

TOS learner placements will follow the terms set out in The National Schools and Colleges contracts.

Bespoke and Consultancy Courses

SLA will be signed by both parties which will set out payment terms and conditions, as well as cancellation clause and payment past due as per terms above.

Contact Details

If you have any questions regarding this policy, please contact us:

- The Outdoors Group, Western Lodge, Crediton, Devon EX17 3NH
- finance@outdoorsgroup.co.uk

Appendix A

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest School	Forest School Sessions for Schools (Half Day)	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest	<p>One off Sessions Outside 4 weeks = refund - admin fee within 4 weeks = No refund</p> <p>Block bookings Outside of 4 weeks before start date = refund-admin fee Once booking have started = refund - Session within 2 weeks of cancellation date</p>	<p>Outside of TOG control - alt date or no refund Within TOG control - alt date or refund</p>	£100 per month overdue (from invoice due date)
Forest School	Forest School Sessions for Schools (Full Day)	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest	<p>One off Sessions Outside 4 weeks = refund - admin fee within 4 weeks = no refund</p> <p>Block bookings Outside of 4 weeks before start date = refund-admin fee Once booking have started = refund - Session within 2 weeks of cancellation date</p>	<p>Outside of TOG control - alt date or no refund Within TOG control - alt date or refund</p>	£100 per month overdue (from invoice due date)

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest School	Bespoke Team Building Day	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or <i>discretionary</i> refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest School	Home Education Group	Booking taken for a Half term at a time Full payment at time of booking (or within 7 Days if using tax free childcare or childcare vouchers)	Outside of 2 weeks = refund-admin fee Once Sessions have started = refund - sessions within 2 weeks of cancellation date	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)
Forest School	Holiday Clubs -	Full payment at time of booking (or within 7 Days if using tax free childcare and childcare vouchers)	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)
Forest School	Into The Wild (4 Day Camp)	Full payment at time of booking (or within 7 Days if using tax free childcare and childcare vouchers)	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest School	Saturday Clubs	Full payment before start date of the activity	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = No refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)
Forest School	Bushcraft weekend	Full payment before start date of the activity	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)
Forest School	Elements Retreat	Full payment before start date of the activity	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = No refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)
Forest School	<ul style="list-style-type: none"> • Woodland Wellbeing Day • Spoon carving • Foraging workshops • Wreath making 	Full payment before start date of the activity	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest School	Family Group/Session	Full payment before start date of the activity	Outside 4 weeks = refund - admin fee (£50) or alt date within 4 weeks = no refund or alt date	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest School	Birthday parties	Payment in Full at time of booking Additional attendees paid for within 7 Days of event	Outside 4 weeks = refund - admin fee (£50) or alt date within 4 weeks = no refund or alt date	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	£50 per month overdue (from invoice due date)
Forest School	Home Education Family Group	Full payment before start date of the activity	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = no refund	Outside of TOG control -No refund Within TOG control - Refund	£50 per month overdue (from invoice due date)
Forest School	Toddlers	Full payment before start date of the activity	Outside 2 weeks = refund - admin fee/deposit within 2 weeks = no refund	Outside of TOG control -No refund Within TOG control - Refund	£50 per month overdue (from invoice due date)

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest Training & CPD	Accredited Training Extension Fee	21 Days from date of invoice or 7 Days before the original deadline for the coursework	No refund of extension fee Support withdrawn for coursework completion	N/A	Support withdrawn for coursework completion until payment made
Forest Training & CPD	ITC Level 3 First aid	Full payment before the start of the course	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest Training & CPD	Behind the Behaviour Training	Full payment before the start of the course	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest Training & CPD	Games & Activities Workshop	Full payment before the start of the course	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
					overdue (from invoice due date)
Forest Training & CPD	Storytelling workshop	Full payment before the start of the course	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest Training & CPD	ITC level 3 learning beyond the classroom	Full payment before the start of the course	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest Training & CPD	ITC Level 3	Full payment before the start of the course or a payment plan set up	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest Training & CPD	ITC Level 3 plus First Aid	Full payment before the start of the course or a payment plan set up	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
Forest Training & CPD	ITC Level 2 plus First Aid	Full payment before the start of the course or a payment plan set up	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Forest Training & CPD	ITC Level 2	Full payment before the start of the course or a payment plan set up	Outside 4 weeks = refund - admin fee/deposit within 4 weeks = no refund	Outside of TOG control - alt date or no refund Within TOG control - alt date or refund	Individual £50 per month overdue (from invoice due date) Company £100 per month overdue (from invoice due date)
The Outdoors school	The Outdoors School Terms	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest	As per Schools and Colleges contract	As per Schools and Colleges contract	£100 per month overdue (from invoice due date)
Alternative Outdoor Provision	Neurodiverse consultancy	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest	As per SLA		
Alternative Outdoor Provision	AOP 1:1 Session - Half Day	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest	As per SLA		

Department	Offering	Payment Terms	Cancellation by Customer	Cancellation by TOG	Late payment
Alternative Outdoor Provision	AOP 1:1 Session - Full Day	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest		As per SLA	
Alternative Outdoor Provision	AOP 2:1 Session	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest		As per SLA	
Alternative Outdoor Provision	AOP Group Session	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest		As per SLA	
Alternative Outdoor Provision	AOP Communication and Interaction	21 Days from date of invoice or 7 Days before the event/activity, whichever is earliest		As per SLA	