



## How to book your course.

Booking your course with Green School is really easy, and the information contained within the following pages will enable you to do this successfully. You will need to start by printing out a copy of this document, then read everything through carefully before filling in the required pages.

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Please start by reading through our Terms & Conditions, then fill in the Booking & Emergency Contact Forms on the following pages. Please post them to us at the address below. Payment can be made by on line credit transfer (our preferred method), or by good old-fashioned cheque. We are happy to accept a deposit for 50% of the course fee (per person), or for the whole amount. For security reasons: please contact us on 07759 497101 for our bank details in order to make your payment.

You will need to keep a copy of this document including our Terms & Conditions for your records, for instance: should you need to make a cancellation and claim a refund on your course fee. By making a payment you are agreeing to our Terms & Conditions and this document forms the basis of the contract between you, the client; and us Green School.

Unless you specifically request a written confirmation by post, we will confirm all course details with you by email. It is therefore important that you provide us with a valid contact email address. Space is provided for this on the Booking Form.

We will send out detailed joining instructions, wherever possible, at least 14 days before your course is due to start: **providing we have received full payment of your course fee.**

**Please Note: Places available on courses are limited in number and will not therefore be guaranteed until we have received either your 50% deposit per person, or full payment.** We will provide a receipt sent via email for your records once your payment is received.

Green School reserves the right: under exceptional circumstances, to cancel any course for whatever reason and refund monies paid without further liability. You are advised to have your own appropriate insurance cover, in case you have to cancel your booking. Fees paid for a course place that is oversubscribed will be fully refunded.

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Please address all correspondence to: Green School, 80 Ellesmere Road, Berkhamsted, Herts, HP4 2ET.

If you have any queries about How to Book please contact us by phone, or email, as follows:  
Tel: 07759 497101      rod@green-school.co.uk

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# Our Terms & Conditions.

Please take time to read through these pages carefully: they are what you might call the “small print”, and form the basis of the contract we are entering into. We understand that they can appear a bit boring, but as with all things legal, they are quite necessary! If you have any questions, please feel free to contact us: [rod@green-school.co.uk](mailto:rod@green-school.co.uk)

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Green School refers to: Green School, 80 Ellesmere Road, Berkhamsted, Herts,

## 1. Agreement.

Any agreement based on the outlined terms and conditions arises upon the fulfilment of the following:

- (a) Receipt and clearance into Green School’s bank account of full payment or deposit in section 2 below, a fully completed booking form, a fully completed emergency contact form and acceptance by Green School in writing.
- (b) That the signature on the booking form is taken as the client attending the course or by a legally recognised agent of the client for and on their behalf. The agreement is governed by English Law.
- (c) The agreement is made between Green School and the client(s) on the booking form and is the sole agreement between those parties.
- (d) Green School reserves the right to refuse bookings to any party or individual without the need to give reasons solely at Green School’s discretion. We will return any payment accompanying the booking form.
- (e) No variation in these Terms & Conditions shall be applicable, unless agreed in writing by Green School before commencement of the relevant course.

## 2. Payment.

The balance of the fees as specified on the Booking Form must be paid **in full** by the date specified on the Booking Form: or if no date has been specified, no later than 4 weeks before the course. If not so paid Green School reserves the right to treat the agreement as cancelled by the client(s) pursuant to section 4 below. A booking made within 4 weeks of course commencement must be accompanied by payment in full.

## 3. Prices.

Whilst every effort is made to keep prices to those shown on our website and Booking Form, Green School reserves the right to alter its prices should costs increase for reasons beyond its reasonable control (including without limitation, the costs of labour, transport, materials or fees payable by Green School for the running of its courses.) In the event that a price is altered the client(s) will be notified as soon as is reasonably possible and the balance of the altered price will be payable on the same terms as the original price was.

## 4. Cancellation by the Client(s).

If the booking is cancelled by the client(s) for any reason the following charges will be applied:

- (a) Cancellation more than 8 weeks before the commencement of the course, will result in the deposit being retained, but can be transferred to another course (subject to availability).
- (b) Cancellation 4-8 weeks before course commencement will lead to the loss of the deposit.
- (c) Cancellation less than 4 weeks before course commencement will lead to 50% of the course fee being payable.

## 5. Variation of Course content by Green School.

A Green School course is, by its very nature, subject to natural variables and whilst every reasonable effort is made to comply with course content, Green School reserves the right to vary or modify a course itinerary at short notice to take full advantage of prevailing conditions. The client acknowledges that information about courses offered by Green School are given to the best of our ability, but because of the variability of nature it may be reasonable to alter or modify a course; and that in such circumstances it is not reasonable for Green School to be held liable for any losses consequential on such a change, and that Green School’s liability is limited accordingly.

## **6. Client(s) Conduct.**

Green School clients are expected to behave in a reasonable manner at all times and to comply with the instructions and leadership of Green School, save the parents, carers, guardians or teachers in respect of children who must maintain control of those children, to the satisfaction of Green School. Green School reserves the right to remove any client(s) from the course at the discretion of the leader/instructor without recourse to repayment of any course fees for that course, and against the client(s) will if necessary. Circumstances may warrant exclusion from a course include (without limitation): being drunk, substance abuse of any kind, abusive behaviour or language, inappropriate or unsafe use of equipment, inability to meet the rigours of the course for physical or mental reasons, or through lack of appropriate equipment. If you are in any doubts about your ability to meet the rigours of the course, please contact your GP before booking. For removal of any party under such conditions Green School will not be liable for any resulting losses incurred. Green School is also entitled to any reasonable costs arising from removal of said client(s) payable on demand.

## **7. Insurance.**

Green School is insured as Outdoor Activity Instructors and are covered to a level of £5,000,000 (five million pounds) public liability. Green School advises clients to provide their own personal insurance cover. Please take note of conditions in respect of “hazardous activities” and “working with hand tools”. For overseas clients we advise full cover against cancellation of a course.

## **8. Liability.**

Green School courses take place in the outdoors, which by its nature is not free from hazard. Whilst all reasonable precautions are taken to minimize the risk, the client accepts that accidents including serious injury and death can occur without Green School being at fault and to that extent clients participate at their own risk. The client also recognises that Green School is not responsible for loss or damage to any or the client’s personal property, including: vehicles, money, clothing or equipment. The client also recognises that attendance of a Green School course in no way qualifies them to teach the course content. Furthermore, it is not intended that any instructions provided to any client(s) whilst on a course will in any way qualify those client(s) to instruct any third party, and no warranty is made to that effect. Green School hereby excludes any liability it might have to any third party in respect of any loss or damage suffered or incurred by that third party in its reliance on any skills taught by any client(s) on the basis of having attended any Green School courses. Green School accepts no responsibility for any mishap during a course from any instruction or information not given by Green School appointed instructors or assistants. Green School also takes no responsibility for any mishaps occurring as a result of the client’s failure to follow instructions. Green School will only accept liability for physical injury to a client that is shown to result from negligence on the part of Green School.

## **9. Cancellation by Green School.**

In the event that Green School cancels a course, all monies will be refunded in full, or if preferred transferred as a deposit for another course. Please note that Green School requires a minimum number of clients to run a course. Green School reserves the right to cancel all and any bookings without reason or notice. Under these unlikely circumstances Green School agrees to repay in full all and any deposits and course fees to the client.

## **10. Complaints.**

In the unlikely event that a client has cause for complaint about a Green School course, the complaint should be made to a representative of Green School during the event in order that corrective action can be taken if necessary. The client acknowledges that if it is unreasonable not to raise an issue during a course but to complain later. If the complaint is about a member of staff then please contact us by email at [complaints@green-school.co.uk](mailto:complaints@green-school.co.uk). Any complaint must be made immediately. Green School will not accept a complaint after the end of a course. However, should the issue not be resolved satisfactorily, a complaint should be made in writing within 28 days, or this complaint will not be upheld.

All of the terms listed above are at the discretion of Green School. Green School reserves the right to make changes to any of these terms and conditions at any time.



# Booking Form

Please use this form if you are booking an Activity Day or Course only, not a Childrens Adventure Party. Please ensure that you have read through our Terms & Conditions before signing this form and complete this form in **Block Capitals**, then return it to the address below along with your 50% deposit or full payment, making cheques payable to **Green School**. Thanks

Green School, 80 Ellesmere Road , Berkhamsted, Herts, HP4 2ET

Title:  First Name:  Surname:

Address:

Address:  Postcode:

Home Tel:  Mobile:

Email:  Male:  Female:

Date of Birth:  No. In Party (if a group booking): Adult:  Child:

Course Title:  Course Date:

I have read and understand the Terms & Conditions:  How will you arrive?

Please let us know any changes to the above information as soon as possible. The course deposit is 50% of the course fee per person, with the balance due 4 weeks before the start date of the course.

All correspondance from Green School will be via email.  I DO NOT wish Green School to contact me in the future   
Please tick the box if you would prefer “snail mail”.

**I am over 18 years of age**  **If not, this form MUST be signed by a parent, guardian or carer.**

**Declaration:** I, the above named, agree that I have read and accepted Green School’s Terms & Conditions. I also recognise and agree that as with any outdoor activity, courses and events offered by Green School contain an element of personal risk, and however unlikely, the risk can become a reality. Payment indicates an acceptance of Green School’s Terms & Conditions.

Signed:  Date:

For Office Use: Ref No:  Payment Received:  Notes:   
Deposit Received:  Details Sent:



# Emergency Details Form

Please complete and return this form along with your completed Booking Form and your 50% deposit or full payment to:

Green School, 80 Ellesmere Road , Berkhamsted, Herts, HP4 2ET

**The details in this form will be treated with the strictest confidence.**

### Your Details:

First Name:  Surname:  DOB:

Course Title:  Course Date:

### Who would you like us to contact in an emergency?

First Name:  Surname:  Relationship:

Home Tel:  Mobile:

### Medical Details:

GP's Name:  GP's Contact Number:

Have you had a Tetanus Booster in the last 10 years? Yes  No

Please let us know if you have any allergies, medical conditions (e.g. asthma, diabetes, epilepsy) in the box below:

Are you taking any prescribed medication? (Don't forget to bring it with you) Yes  No

Please indicate here:

Are you pregnant? Yes  No

**Declaration:** I, the above named, agree that I have read and accepted Green School's Terms & Conditions. I also recognise and agree that as with any outdoor activity, courses and events offered by Green School contain an element of personal risk, and however unlikely the risk can become a reality.

Signed:  Date: