



Earth School Terms and Conditions

By booking a school visit with Earth Trust you are agreeing to and accepting the following terms and conditions:

1. Booking prices and payments

You agree to the price of your visit stated in your confirmation letter from Earth Trust.

2. Cancellations and changing your booking

If you need to change your booking you must notify the Earth Trust's Environmental Education Team by phone (01865 407792) or email (learning@earthtrust.org.uk) as soon as possible. The Team will then discuss the request which may be subjected to a revised cost.

If for any reason you need to cancel, please let us know as soon as you can. For visits cancelled within one month of the visit date, we will charge 50% of the anticipated price. We will charge the full price if visits are cancelled within **14 working days** of the planned visit.

Under exceptional circumstances, Earth Trust reserves the right to cancel the booking at any time. We will endeavour to accommodate you on an alternative date, but Earth Trust shall not be liable for any loss or damage sustained arising out of such circumstances.

Without prejudice to any other right or remedy available to it, Earth Trust can refuse bookings from any party due to any outstanding debts, damages or previous non-compliance with Earth Trust's terms and conditions.

3. Health and Safety

In advance of all visits we will provide the school with risk assessments for the activity and the site. It is the school's duty to familiarise themselves with this information. This will be supported by a briefing to all staff/helpers and students at the start of any visit.

You must advise the Earth Trust of any special needs, care requirements and medical conditions of your group, including adults, which can impact on your workshop before the visit. Any adjustments to your visit must be made before the day of visit.

4. Code of Conduct

All school visits will be accompanied by an appropriate minimum ratio of children as described below, depending on the ages of the group. The member of Earth Trust staff can be included in this ratio.

- EYFS to Year 3 (aged 3-8): 1 adult for every 6 pupils.
- Years 4-6 (aged 8-11): 1 adult for every 8 pupils.
- Years 7 and onwards (aged 11+): 1 adult for every 10 pupils.
- A high ratio for carers/adults may be needed for groups with additional needs. This must be discussed with the Earth Trust before the visit.

During the visits children's behaviour and conduct will be managed by and is the responsibility of the school's teachers and/or representatives, with support from Earth Trust staff.

Mobile phones are an important safety tool (your group leader will have one for emergencies), however we request that teachers/adults (and pupils where necessary) switch their phones to silent while taking part in Earth Trust workshops.

5. Damage liability and cleaning

You are responsible for the equipment, rooms and facilities used and must report any damages or losses to the Earth Trust Tutors. Any damages or losses to the equipment, rooms and facilities may be charged to you at the discretion of the Earth Trust.

All rooms used must be returned to the Earth Trust in the same condition as at the start of the workshop.

6. Data Protection

Earth Trust complies with all obligations under the General Data Protection Regulation 2018 (GDPR) in accordance with the Earth Trust's Data Protection Policy.

7. Complaints

If you have any complaints during your visit please inform your group's allocated Tutor. If you are unable to discuss your complaint with your Tutor please contact the Earth Trust by email (learning@earthtrust.org.uk) or post (Environmental Education Team, Earth Trust, Little Wittenham, Oxfordshire, OX14 4QZ) at your earliest opportunity.