



Forest & Farm Programme Terms & Conditions

Please read the following Terms and Conditions carefully before enrolling your child into Nature's Den.

We do not receive any Government funding – we are a small non-for-profit business, running two nature-based education programmes for tamariki.

For those enrolling their children into our Forest & Farm School, under the New Zealand Education Act 1989, children are able to be released from their regular school, with discretion from their Principal, to receive education outside the classroom (EOTC) for one day a week. We work closely with your child's school and gain permission from the Principal for your child to attend our one-day-a-week school.

We do encourage that you set up a time to chat with your child's principal. We have a letter with information for you to take to your principal on our website. We work in partnership with your child's school and aim to show how we can complement what they do to benefit your child. If you are having any problems with this process or need any support, please contact us and we will be more than happy to assist.

1. Bookings & Payment

When your child is enrolled in our programme, a full one-term commitment is required as their place is booked for the entire term.

- 1.1 We allow a maximum of 18 children per day – if our programmes are full we will place you on our waiting list.
- 1.2 We require programme fees to be paid in advance prior to sessions commencing, but can be made in instalments either weekly, fortnightly or each term. Payment can only be made by bank transfer.
- 1.3 If payment is not received by the beginning of the term or at the due date of the first invoice, the booking is not confirmed.
- 1.4 Both programmes are once per week during the term.

2. Cancellations

It is important that you are fully committed to your child attending each week, as we value building strong relationships with your child, so they feel comfortable and have a sense of belonging. We also need to know who will be attending in advance so we can keep ratios in order, etc.

- 2.1 If you withdraw your child from our programme once the term has commenced, there will be no refunds because your child's place has already been booked.
- 2.2 If we have to cancel a programme due to severe weather conditions, you will be notified as soon as possible and will be credited an extra day.

3. Absences

- 3.1 We will offer one sick day per child, per term if your child is absent due to illness.
- 3.2 No refund or credit will be given if your child is absent due to an external commitment such as school camp, sports event or holiday. Refunds or credit will only be given if your child is absent due to important circumstances, such as family bereavement.

4. Welfare & Safety

- 4.1 The wellbeing and safety of all our children that attend Nature's Den is of paramount importance.
- 4.2 Safety procedures have been developed and Nature's Den will be responsible for ensuring safety procedures are observed at all times.
- 4.3 Nature's Den is responsible for ensuring that all safety procedures that give effect to the policy are up to date and meet the requirements set out by applicable Health and Safety Regulations.
- 4.4 The programme's procedures will comply with all relevant legislation and professional standards, including the Health and Safety at Work Act 2015 (HSWA).
- 4.5 All locations used by the programme will be subject to a risk assessment to identify potential hazards and safety issues.
- 4.6 When accidents and incidents do happen, Nature's Den will take all practical steps to understand why it occurred and to learn from this to prevent it from happening again.
- 4.7 Nature's Den will ensure that the programme is safe; that parents and appropriate authorities are kept informed of accidents and illnesses where appropriate; and that appropriate records are kept in order to meet legislative requirements.
- 4.8 Nature's Den will take all reasonable care of your child but will not be responsible for any injury to the child or loss of or damage to a child's belongings.
- 4.9 Our Health and Safety Policy and Risk Management Plan is available on request.

5. PRIVACY ACT 1993

- 5.1 Nature's Den will treat all personal information, such as details of children and families as confidential.

- 5.2 You are permitted to view our policies and procedures, including our risk management plans upon request.
- 5.3 You have the right upon enrolment to not give consent to your child having their photograph or name on our website, newsletters and social media.

6. DISCLAIMER

- 6.1 Through enrolling your child into Nature's Den, you are confirming that you have carefully read and agree to these Terms and Conditions and give consent to your child participating in the Nature's Den Bush & Farm Programme.
- 6.2 Neglecting to pay any unpaid or overdue fees beyond a 2-week period will result in a letter of withdrawal from the programme and we will notify a debt collection agency to collect unpaid fees.
- 6.3 You understand that there are risks associated with your child participating and you accept that, to the extent permitted by law, the programme management and staff will not be liable for accidental injuries (and any associated losses) which can occur, especially when children are involved in active play. To minimise the risk of accidents, the programme has safety procedures, including rules and boundaries for children's behaviour that will be consistently applied.
- 6.4 Acknowledge that Nature's Den reserves the right to withdraw any child from the programme where safety rules have not been complied with.