## **Definition**

## In this policy, IOE, ‘we’, ‘us’ and ‘our’ means In Our Element.

In this policy ‘staff’ means all employed, contracted or volunteer members.

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**Online Wild Ways & individual bookings:**

These terms and conditions apply when booking online through [www.bookwhen.com/inourelement](http://www.bookwhen.com/inourelement)

**Payments:**

Sessions required to be paid in advance at the time of booking, online.

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**Cancellation policy:**

**Should the sessions need to be cancelled, we will use the information provided in the booking form to contact you. This will always be done with as much notice as we possibly can.**

**A cancelled session.**

* Should we cancel a session due to staff illness, you will receive a full refund.
* Should we cancel a session due to dangerous weather conditions, e.g., extreme high winds, you will receive a full refund.
* All cancellations are at the sole discretion of In Our Element.
* We will always endeavour to give as much notice as possible should we need to cancel a session.

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**You need to cancel a session.**

* Should you need to cancel a booked session, 48 hours’ notice is required to receive a refund. Please note this will be minus the booking and admin fee.
* **To cancel a booked session please email Martyn Griffiths (**[**martyn@inourelement.org.uk**](mailto:martyn@inourelement.org.uk)**)**

**When 48 hours notice is received a refund will be issued as stated above.**

* **Cancellations less than 48 hours’ notice are non-refundable.**

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**For Schools and Bespoke programmes, please see below:**

**In Our Element School Referrals and Bespoke Programmes:**

In Our Element require at least 2 weeks’ notice of any individually cancelled sessions ahead of the original agreed end date. Should the referrer end the programme immediately, In Our Element will collect payment for any programmes that were due to run in the following 2 weeks after notice is served.

The referrer will be reimbursed for any sessions missed due to the following:

* In Our Element are unable to provide staff for a session due to illness.
* Extreme weather makes it unsafe to run programmes or prevents staff getting to the teaching location.

**Please note - In Our Element will still expect payment for sessions if the following situations arise:**

* If a group must self-isolate due to Covid 19 or Strep A (Streptococcus A) or similar for up to 2 weeks (if the 2 weeks’ notice period wasn’t met).
* If there is an unplanned school closure during term time for up to 2 weeks (if the 2 weeks’ notice period wasn’t met).
* If a school INSET day or school trip which coincides with a planned session hasn't been communicated with In Our Element over the 2 weeks’ notice period.

**Please contact IOE Manager directly responsible for your contract.**

**All cancellations are at the sole discretion of In Our Element.**

**We will always endeavour to give as much notice as possible should we need to cancel a session.**