

## **Policies and Procedures**

### **Cancellations**

In the event that adverse weather means a session or event cannot go ahead as planned, you are entitled to a full refund or the event/session will be rescheduled.

Sessions/events are cancelled where weather warnings are issued for winds above 40 mph and/or heavy rain.

It is very rare that we have to cancel a session/event.

**Please note:** If you can no longer make your booking then refunds are not given. However, feel free to pass your place on to someone else and get in touch with us with the relevant information.

We feel that we keep our prices low in comparison to other companies who charge double and more. The admin cost and time of refunding bookings would mean we would have to raise our prices in future.

### Safety Policy

#### Well-Being Sessions – Safety Briefing

Location: Quarry Basin, Back Lane, Charlesworth

##### ◆ Staying Safe on Site

Paths only – Please stick to the marked paths at all times. Flags and signs show where you can and can't go.

Shelter area – Our ropes and poles are part of the structure. Walk carefully, don't run near them. All ground stakes are covered with tennis balls for your safety.

Ground conditions – The quarry has uneven ground, loose stones, and natural slopes. Please walk slowly and watch your step.

Boundaries – Some areas are flagged off because they are unsafe (edges, loose stone, water, old walls). Please do not cross these.

- ◆ Nature Awareness

Plants & trees – There may be nettles, brambles, and low branches. Look up and look down when walking.

Dead branches – We check the site, but please avoid touching or climbing on dead wood.

Animals – If we come across livestock or wildlife, keep a safe distance.

- ◆ Weather & Comfort

Wear suitable clothing and footwear (long sleeves and sturdy shoes are recommended).

Bring any personal medication you might need.

Shelter is available if it rains, but sessions may be paused in severe weather.

- ◆ Emergencies & First Aid

A qualified first-aider is always present.

First aid kit and emergency phone are on site.

If you feel unwell or unsafe, please tell the session leader straight away.

- ◆ Well-Being

Everyone's experience is different. If you feel uncomfortable during an activity, you may step aside, rest, or choose not to take part.

A quiet space will always be available.

By taking part, you agree to follow these safety guidelines so everyone can enjoy the session safely.

#### Fire policy

Fires are an important part Wildstone so we aim to ensure that all children and adults participating in sessions with fires are aware of any aspects of the fire safety measures that affect them.

Fires will only be lit in designated areas

Seating is at least 1.5 metres from the fire pit

Children must be supervised whilst around the fire at all times and the fire is never left unattended by staff/practitioners

When accessing or moving around the fire, you must walk around the outside of circle, then remain sitting whilst they are around the fire

Shoes must always be worn around the fire area

Children/staff are not permitted to throw anything onto the fire

Fires will not be lit in strong winds

No flammable liquids or plastics are to be used on the fire

The fire blanket/heat proof gloves are always on hand during fire sessions

At the end of the session, the fire must be extinguished with water until all smoke and steam has ceased

Only adults are permitted to light fires, unless children are under the direct supervision of a member