



## WILD GLIMMERS – Terms & Conditions

### 1. Definitions

In these Terms & Conditions (“T&Cs”), “we”, “us”, “our” means *Wild Glimmers*, and “you”, “your” refers to the participant, private client, or corporate partner commissioning services.

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### 2. Bookings & Payment

1. Prices for public, private, or corporate sessions are listed on our website or confirmed in writing.
  2. We are **not currently VAT-registered**. If this changes, prices will be updated.
  3. **Individual sessions** must be booked and paid in full via our secure **online booking platform**.
  4. **Private or bespoke sessions** will be invoiced separately and must be paid within 30 days unless otherwise agreed.
  5. **Corporate wellbeing programmes** are confirmed by signed proposal or agreement; payment is due 30 days from invoice date.
  6. **Travel costs** may apply for sites more than 30 minutes away (45 p/mile up to 10 000 miles per year, then 25 p/mile).
  7. Payments may be processed through third-party gateways (e.g. PayPal or Stripe). Any fees charged by them are outside our control.
  8. Gift vouchers are valid 12 months from purchase and are transferable but non-refundable.
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### 3. Private & Corporate Events

1. Prices reflect the agreed specification.
  2. Late payment may result in suspension of services.
  3. Bespoke sessions may include wellbeing, leadership, creativity or sustainability elements by agreement.
  4. Corporate clients are responsible for any venue, catering or additional event costs unless stated otherwise.
  5. Corporate organisers must brief participants on clothing, timing and safety information.
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### 4. Rescheduling & Cancellation Policy

- **8 days or more:** Full refund or free reschedule.

- **3 – 7 days:** 50 % refund or reschedule (£5 admin fee).
  - **0 – 2 days / no-show:** No refund; reschedule may be offered at our discretion.  
If Wild Glimmers must cancel due to illness, safety or site access, we will offer a new date.  
Refunds are only given if we fully cancel a session.  
Corporate cancellations within 14 days are non-refundable but may be rescheduled once within 3 months, subject to availability.
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## 5. Waitlist Policy

If a session is full, you may join the waitlist via our booking platform. When a space becomes available, places are offered by email in order of registration and must be paid for immediately to confirm.

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## 6. Minimum Numbers

Public sessions normally require a minimum of four participants to go ahead. If fewer are booked, we may rearrange with participants' agreement.

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## 7. Safety & Participant Responsibilities

Attend at your own risk and be responsible for your health and belongings. Disclose relevant medical conditions beforehand. Wear suitable clothing and footwear; sessions run in most weather. Follow guidance and respect others and the environment. *Leave No Trace* applies.

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## 8. Concessions

Occasional concessions (e.g. for NHS workers or teachers) may be offered at our discretion.

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## 9. Accessibility & Inclusivity

We aim to make sessions welcoming to everyone. Please share access needs in advance so reasonable adjustments can be considered.

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## 10. Our Responsibilities

We hold **Public Liability Insurance of £10 million**. Facilitators are qualified in **Outdoor First Aid** and **Mental Health First Aid**. Risk assessments are carried out for each site and route checked on the day.

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## 11. Site Changes & Weather Cancellations

1. Sessions will normally go ahead in a range of weather conditions including light rain, drizzle, mild wind, snow or warm temperatures. Please dress appropriately for the season.
2. If severe or unsafe conditions arise (e.g. high winds, thunderstorms, extreme heat or flooding), the session will be **rescheduled**.

3. If a location must change due to forestry operations or access issues, you may **attend at the replacement venue or reschedule**.
  4. If the weather deteriorates unexpectedly during a session, it may be shortened for safety; refunds are not available.
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## 12. Cancellations for Safety Reasons

We reserve the right to cancel a session if the participant group is composed solely of males (for personal safety reasons). A full refund will be given.

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## 13. No-Show Policy

No refund is available if you fail to attend without following the rescheduling process.

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## 14. Privacy & Data Protection

Personal data is processed confidentially in line with UK GDPR and shared only where lawful or essential for service delivery. By booking, you consent to communication about your session and related Wild Glimmers events (you may opt out any time).

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## 15. Photography & Media

Photos may be taken for marketing or educational use with advance notice. You may decline to be photographed. No individual will be named without consent.

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## 16. Force Majeure

Wild Glimmers cannot be held responsible for changes caused by events beyond our control (e.g. extreme weather, illness, forestry closures or government restrictions). In such cases we will reschedule the session.

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## 17. Complaints Procedure

If you're unhappy with any aspect of your experience, please email [justine@wildglimmers.co.uk](mailto:justine@wildglimmers.co.uk)



