

ACCESS STATEMENT

Introduction:

Step-Out will always be as flexible as possible to make our courses and programmes accessible to you. This may sometimes be achieved by careful planning and our allocation of sites and choice of activities. PLEASE contact us (prior to your arrival) and we will do everything possible to make it possible for you to join us.

Overview:

1. Step-Out Outdoor Learning, Training & Therapy CIC deliver nearly all courses and programmes in a woodland environment. This means that there are often slippery surfaces, uneven steps or steep slopes leading into our sites.
2. The sites themselves are the woodland floor where there are roots, tree stumps, streams and boggy patches to navigate.
3. Seating on our sites is usually on pegged logs around the fire circle and may be quite low to the ground. You are welcome to bring a camping chair with you if you feel this would be more comfortable.
4. Our indoor workshop and office are in a large container and the doorway is situated approximately 60cm from the ground level. At present, a caravan step is in place to assist entry.
5. There is a flushable WC on the Step-Out site and disabled WC facilities on the main Evegat Business Centre Complex.
6. There is car parking at Evegat Business Centre which is approximately a 5-minute walk from the Step-Out sites. Access is down a hardcore surfaced track and then close to the sites, this becomes a dirt track which can become muddy and slippery in extended wet weather periods.
7. Step-Out have a small car park close to our sites at Evegat which you may use with prior consent. This will shorten the walking distance but access to the sites may still be slippery and steep.
8. Mobile phone signal is good on all the Step-Out sites unless you are advised differently on booking.
9. Assistance dogs are welcome on all our outdoor sites and in all our indoor facilities. However, we are unable to allow other dogs on any of our programmes.

Arrival, car parking and access to the disabled WC facilities:

1. The main Step-Out sites are in replanted semi-ancient woodland behind the Evegat Business Centre.
2. Unless, otherwise agreed with Step-Out please park at the far end of the car park where you will see a Step-Out Post on the left-hand side of the field.

Step-Out outdoor Learning, training & therapy CIC

6, Mount Pleasant, Aldington, Ashford, TN25 7DN

Phone: 07962 446884 Email: livelife@step-out.info Web: www.step-out.info Company No: 7868880

3. If you need to use the disabled WC facilities, you will find them behind you in the main Evegata Business Centre. There are signs in various places in the main square.

Special Dietary requirements/food allergies:

1. Sometimes we offer food and/or drink as part of our course. We routinely have alternatives (such as lactose free milk and gluten free biscuits) for the most common special dietary requirements but please let us know in advance of any allergies or not-so-common food preferences/intolerances that you have. (For example: if you and your child are vegan or halal, you may wish to bring your own marshmallows for marshmallow toasting or your own choice of a milk alternative).

Contact details for more information:

E Office@step-out.info

T Sarah on 07962 446886

Welcome to Step-Out



Thank you for booking a Programme for yourself, your child(ren) or your family with Step-Out.

We are looking forward to meeting you or welcoming you back!

The Step-Out Instructor will meet you and your child at the entrance to the woods at the stated session start time. It takes about 5 minutes to walk down to the woods from the carpark so please leave enough time to get to our site. Please walk past the Step Out signpost (on the left-hand side at the rear of Evegat Business Park Car Park) and follow the signs down the hill to meet your Instructor/Forest School Leader who will be standing on the field at the entrance to your site. The postcode for your satnav is TN25 6SX. If it is a child-only session, please pick your child up at the same location at the stated session finish time.

We have a toilet and handwashing facilities available on site. If you are bringing a child in nappies we ask that you please take these home with you along with any rubbish from your snacks or packed lunches.

We will not run any programmes indoors, therefore if wind speeds over 35mph prevent us from being outside or exceptional circumstances arise we will cancel the evening prior to the session, letting you know via phone call or text. If this happens a full refund for that day will be given or a session will be given in lieu (please see our Cancellation Policy)

We like to get campfire cooking done when we can and when it is safe to do so, however if you are here for a morning or an afternoon session, please bring a drink and a snack with you and if you are joining us for a whole day please make sure you/your child has a packed lunch, a snack and a drinks bottle for the day. We will always have fresh drinking water on site to top up bottles.

What to wear

Your child and you (should you wish), will delight in having the opportunity to squelch about in the mud and splash in the stream, so please do not dress in best clothes. Forest School is all about exploration of the woods, which means having lots of fun getting muddy!

You will need to wear long sleeved tops and trousers – this is to protect skin from scratches and stings. Please bring a waterproof coat and fleece too, and wear wellies/boots with thick socks.

I would also advise bringing a backpack with a complete change of clothes for your child, extra socks, etc, even in the warmer weather!

We will see you very soon – The Step-Out Team

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CHILD'S DETAILS & PARENTAL CONSENT FORM

(To be completed by parent/guardian on behalf of each course participant under 18)

Please note: for long term continuous programmes, consent forms will be renewed annually; it is your responsibility to advise Step Out of any changes to the information contained in this form



Child's First Name: _____

Child's Surname: _____

Child's Date of Birth: _____

Address & Post Code: _____

Parent's Phone: _____

Parent's Mobile: _____

Parent's Email: _____

Programme Attending and date(s): _____

Next of Kin: In the event of a serious injury, whom should we contact on the child's behalf?

Relationship to the child? _____

Phone: _____

Name of child's Doctor: _____

Doctor's Phone Number: _____

Child's Blood Type & Rhesus Factor (if known) _____

For the benefit of the First Aider (*please circle as appropriate):

- Has your child received a vaccination against Tetanus in the last 5 years? *Yes/No**
- Is your child receiving medical/surgical treatment of any kind either from the Doctor or Hospital? *Yes/No**
- Does your child suffer from any medical conditions, allergies or recent injuries we should be aware of? *Yes/No**

If yes, please explain: _____

- Is your child currently taking any prescribed medication? *Yes/No**

If yes, please list

- _____
- Does your child have any dietary requirements? (*halal/vegetarian/vegan**) _____

Declaration: I understand that by signing this consent form, I am declaring:

**I agree to my child taking part in the Step-Out Programme and will ensure my child is appropriately dressed for outdoor, all-weather activities

**That my child is of sufficient physical fitness to participate and I acknowledge the need for responsible behaviour and obedience on my child's part

**That I recognise that the sessions have an element of personal risk, and however unlikely, the risk can become a reality – it is important your child listen to and acts upon, all safety instructions given

**In the event of an accident, I agree to my child receiving immediate first aid by a qualified First Aider

**That Step-Out staff or landowner, will not be liable now, or at any time in the future for any loss, expense, damage or claim I may have against them for any damage to my child or their property as a result of their participation in these sessions. Step-Out will only accept liability for physical injury to a client that is proven to result from negligence on the part of Step-Out.

Signed: _____ Name in Caps: _____

Date: _____ Relationship to child: _____

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ADULT DETAILS & CONSENT FORM



Please note: for long term continuous programmes, consent forms will be renewed annually;
it is your responsibility to advise Step Out of any changes to the information contained in this form

Your First Name: _____

Your Surname: _____

Your Date of Birth: _____

Your Address & Post Code: _____

Your phone number: _____ Mobile: _____

Next of kin: In the event of a serious injury, whom should we contact on your behalf?

Relationship to you? _____

Phone: _____

Name of your doctor: _____

Doctor's phone number: _____

Your Blood Type & Rhesus Factor (if known) _____

For the benefit of the First Aider (*please circle as appropriate):

- Have you received a vaccination against Tetanus in the last 5 years? *Yes/No**
- Are you receiving medical/surgical treatment of any kind either from the Doctor or Hospital?
*Yes/No**
- Do you suffer from any medical conditions, allergies or recent injuries we should be aware of?
*Yes/No**
If yes, please explain: _____
- Are you currently taking any prescribed medication? *Yes/No**

If yes, please list: _____

- Do you have any food preferences? (for example Halal/vegetarian/vegan) _____

Declaration: I understand that by signing this consent form, I am declaring:

**That I agree to take part in the Step-Out Programme and will ensure I am appropriately dressed for outdoor, all-weather activities

**That I am of sufficient physical fitness to participate and I acknowledge the need for responsible behaviour and to adhere to safety precautions advised by the Step-Out Instructor

**That I recognise that the sessions have an element of personal risk, and however unlikely, the risk can become a reality – I will listen to and act upon all safety instructions given

**That in the event of an accident, I agree to receiving any immediate first aid I require by a qualified First Aider

**That I understand that Step Out staff or the landowner, will not be liable now, or at any time in the future for any loss, expense, damage or claim I may have against them for any damage to myself or my property as a result of my participation in these sessions. Step-Out will only accept liability for physical injury to a client that is proven to result from negligence on the part of Step-Out.

Signed: _____

Name in Caps _____

Date: _____

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CONSENT FORM FOR PHOTOGRAPHING PARTICIPANTS AND THE STORAGE OF DATA

(To be completed by parent/guardian for each course participant (under 18))



We might wish to take photographs of you and/or your child(ren) enjoying your time in the woods. These photographs may be used on Step-Out publications, on our website, on our social media pages or in local newspapers.

To comply with the Data Protection Act 2018 we require your permission before taking any digital images of our participants.

Please **answer the questions below, sign and date the form and return it to the Forest School Leader before your first session.**

Your First Name: _____ Your Surname: _____

Your Child(ren)'s First Name(s): _____ Your Child(ren)'s Surname(s): _____

Having read the above, do you give your consent for photographs and other images to be taken of you and your child? Please tick **one** of the boxes below.

I give permission for images of myself and my child to be published as outlined above.

I **do not** give permission for images of myself and my child to be published as outlined above.

Step Out would love to be able to stay in touch and keep you up-to-date about our upcoming events, activities and Forest School programmes. If you are happy for us to keep your information on file please tick the box below.

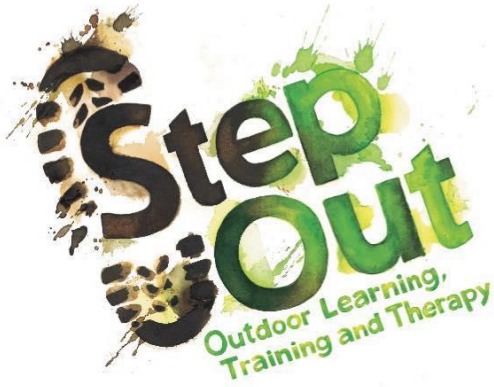
Your information will not be passed on to any third parties and will be stored securely in compliance with the Data Protection Act 2018.

I give permission for Step-Out to store my contact information in order to inform me of future events and activities.

Signed: _____

Your Name: _____

Date: _____



STEP-OUT CANCELLATION POLICY

Payment terms:

Full payment for a session, a training course or an on-going programme is expected BEFORE your first session takes place. The only exception to this is if you are attending a training course and have entered into a contract to pay by instalments.

If we cancel:

Occasionally unexpected situations arise which mean that we need to cancel your session. These situations include but are not limited to:

- High winds or extreme weather which would make your session unsafe or your access to the site unsafe.
- Step-Out staff illness or injury
- Another situation which is unforeseen but needs urgent attention before we can safely run your session/training.

In such instances we will always offer you a prompt refund or an alternative session/programme.

*** We will always cancel a session if it is unsafe to run it. If you choose not to attend because you 'don't like the weather' we will be unable to offer a refund.

If you cancel:

We will always try to be fair in our decision and the options we give you.

- If you have an emergency or an unforeseen situation arise, which means that you are unable to attend your booked session and have given us enough notice, (meaning that a Step-Out staff member hasn't already travelled to the site and prepared for your session to take place - usually at least 2.5 hours), we will try and negotiate an alternative session time within two weeks of your booking. If the cancellation time is less than this or you don't show up then we are unable to offer a refund or an alternative date and time as the Step-Out staff member needs to be paid!
- If you are booked on to either a Training Course or an on-going Forest School Programme and then change your mind or your circumstances change and you give us at least four weeks' notice, we will attempt initially to negotiate with you alternative dates. If this isn't possible or satisfactory we will offer 75% refund with at least four weeks' notice, 50% refund with at least two weeks' notice and no refund within the two weeks prior to the Course/Programme taking place.

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*** DURING THE COVID PANDEMIC

Due to the exceptional circumstances we find ourselves in at the moment there are concessions to our refund policy as follows:

- If your temperature is high and we request you leave the session, we will offer a full refund.
- If you are self-isolating we will offer a full refund.
- If you or your child/student is unwell with covid symptoms we would request you don't attend the session and we will offer a full refund.

How refunds will be made:

If you are an individual and have made payment via BACS, you will receive an email within a week of your cancelled session with a BACS Refund Form attached. Once you have completed that form and emailed it back to office@step-out.info we will make the refund directly into your account.

If you are a school or your payment has been made on receipt of an invoice and payment from your Financial Department, a credit note will be issued and payment made within a week of the cancelled session.