

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 Evegata Business Centre Complex.
6. There is car parking at Evegata 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 Evegata 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 Evegata 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 Christmas Special



Thank you for booking the Christmas Special for you and 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 family at the entrance to the woods at 10 am. It takes about 5 minutes to walk down to the woods from Evegate car park so please leave enough time to get to our site. Please walk past the Step Out signpost (on the far left-hand edge at the rear of Evegate Business Park Car Park, as you look down the field to the woodland at the bottom of the slope) and follow the signs down the hill to meet a Step-Out Instructor who will be standing on the field at the entrance to the site. The postcode for your satnav is TN25 6SX.

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 as we don't have facilities for disposing of nappies.

Most of the Christmas Special will be held outdoors, 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)

What to wear

The woodland sites may be very muddy, so please wear sturdy footwear (wellies) that you don't mind getting muddy and will keep your feet dry. On entry to all our indoor spaces, there will be biodegradable shoe coverings for you to put on, thereby preventing the floors from becoming wet, muddy and slippery or you might choose just to wear your socks inside.

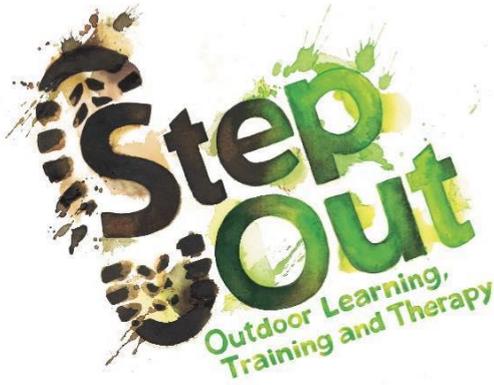
You will need to wear long-sleeved tops and trousers – this is to keep you warm and protect you from brambles and nettles on the woodland sites. Several layers work best to keep you warm and comfortable as you move from outdoor spaces to indoor craft spaces. We will be spending time around the campfire drinking hot chocolate and listening to a story so a hat and gloves are advisable too.

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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.