



Guidelines and cancellation policy for guided overnight trips v.1

1. Background

Wild in the City offers guided overnight trips as part of its programme supporting well-being through relationship with nature in London and beyond. Overnight trips provide a unique opportunity to deepen our connection to, and to experience and explore nature.

Whilst we do everything we can to deliver on our commitments, there may be circumstances when planned events are cancelled. This policy provides guidance and information about how we manage these cancellations, and also our expectations of participants should they need to cancel a booking for an overnight trip.

2. Cancellation Policy

We aim to provide opportunities even when life presents us with unexpected challenges, and to offer the best Wild in the City experience.

2.1 Participant Cancellation

We know that life is unpredictable and that things can happen so we will do our best to minimise the financial cost if you do need to cancel a booking for an overnight trip.

Cancellations made in writing¹ with up to seven (7) days' notice will be refunded in full for all payments made to Wild in the City in respect of the trip. Payments made to third parties will not be refunded by Wild in the City.

If you provide written notice¹ of cancellation of between seven (7) and two (2) working days before the trip, we will attempt to find someone to take your booking. If we are successful in finding someone, you will receive a full refund of all payments you have made to Wild in the City in respect of the trip. Payments made to third parties will not be refunded by Wild in the City.

If we are unsuccessful in identifying someone who can use your booking up to 24 hours before the planned trip, we will unfortunately not refund to you any of the money paid to Wild in the City in respect of your booking.

If you provide notice of cancellation of less than 48 hours before the trip, we will attempt to find someone to take your booking. If we are successful in identifying someone who can use your booking up to 24 hours before the planned trip, we will refund all payments less the non-refundable 10% deposit paid in respect of the trip.

If we are unsuccessful in identifying someone who can use your booking up to 24 hours before the planned trip, we will unfortunately not refund to you any of the money paid in respect of your booking.

¹ In writing/Written notice is an email to address info@wildinthecity.org.uk

2.2 Wild in the City cancellation

We do not expect to change or to cancel your booking, but there may be circumstances beyond our control, including health and safety concerns, which mean we would need to cancel an event. If we cancel an event, we will inform you in writing as soon as possible, using the email address included on the booking form.

In the case that we cancel your booking, you will be refunded in full within five (5) working days of the cancellation notification. Refunds will cover all payments you have made to Wild in the City for the trip, payments made to third parties will not be refunded by Wild in the City.

In the event of severe adverse weather forecasts, we will contact you seven (7) days before the event, using the email address on your booking form, to alert you to the adverse weather forecast and to let you know that we are monitoring the situation closely. We will remain in contact with you during this period with updates and further information.

We will contact you 48 hours in advance of the start time of the event, to confirm the event will go ahead or to outline the options if the forecast remains of concern. The options available to us; cancel part of the trip, plan an alternative route, or cancel the trip. You will be free to choose to participate or not, if you opt not to join the event you will be provided with a full refund of amounts paid to Wild in the City, payments made to third parties will not be refunded by Wild in the City. If you participate in an alternative event offered by Wild in the City, you will be refunded a proportion of your payment, these details will be shared with you when we contact you with the proposed alternatives.

3. Responsibilities

3.1 Our responsibilities to you

- To guide you from the start to the end point of the hike.
- To offer a duty of care throughout and to assist in any overnight emergency situations that may arise.
- To offer first-aid and if necessary, ensure your safe transfer to hospital or another appropriate medical centre.
- To ensure that no one is left behind.

3.2 Your responsibilities

- To arrive at the start point on time and to make your way home at the end of the event.
- To meet the costs for accommodation during the event and travel to the start point and the return journey from the end point.
- To bring all personal items, including any medication that you take.
- To look after yourself and others.
- To ensure you have adequate travel insurance for accommodation and travel to the start point and from the end point.

4. Mindful behaviour

We have zero-tolerance for behaviour that puts others safety at risk. In the event of bullying, abusive or otherwise unsafe or unwelcome conduct, Wild in the City Nature Guides will discuss the matter with all involved parties. If there is clear evidence of unwelcome conduct the offending participant will be asked to leave the event at the earliest opportunity.

Please feel free to contact us if you have any further questions: info@wildinthecity.org.uk

5. Version Control

Version	Approved By	Date	Owner	Next Review Date
v1				
v2				
v3				