



## Terms and Conditions

### Refunds and Transfers

Due to the budgeting and planning of the sessions we have a strict **no-refund** policy once a booking has been made.

In the unlikely circumstance that our team makes the decision to cancel a session we will refund just the portion of the total program payment that session covers.

As we collect all of the relevant information about the attendee at the time of booking it is difficult for us to accommodate transfers, we do understand that life is unpredictable and in the event you might need to transfer please contact us and we'll do our best to accommodate, though it isn't guaranteed.

### Required Documentation

Prior to any session starting our team will send over all of the required policies, handbook, waivers, medical and other documentation we may require to have you and/or your child on site.

All documentation sent by our staff will need to be reviewed, completed in full (if required) and returned to our team at least a week prior to the session starting - failure to do so may delay your attendees participation in their session.

### Acceptance

We want to ensure that Peregrine Discovery is an inclusive environment for all - attendees, family members and any other visitors need to adhere to our code of conduct and understand that this is an open and friendly environment.

Our aim is to ensure that our team can provide the best possible experience for both individuals and the group as a whole, our expectation is that attendees treat each other fairly and equally and that our team members will do the same.

Peregrine Discovery is a private entity with closely managed resources, we will do our best to accommodate all parties requirements keeping in mind we need to maintain a high level of service to all participants.

For these and other reasons we reserve the right to refuse registration, deny entry and/or can exercise our right to excuse anybody on our premises.

In the event a paid booking is cancelled due to a denied entry a full refund will be provided up to a week before the start date of the session, after this refunds will be considered on a case by case basis with no guarantee.

### Privacy

At Peregrine Discovery we take your privacy seriously and will only ask for details about you and your children to ensure our sessions are safe and appropriate for your family.

When you book a Peregrine Discovery session through our online booking provider Bookwhen:

- We will ask for your name, number, address and email address, your Child's name, age and any relevant allergies or medical conditions. This is to:
  - Ensure we can provide a personalized and age appropriate session for your family
  - Ensure we provide an environment that is safe and suitable for your child
  - Ensure we are aware of any relevant medical conditions so that we can plan sessions appropriately and maintain Peregrine Discovery as an environment accessible to all
  - Enable us to contact you by phone or email in the unlikely event that a session needs to be postponed or cancelled, or if there is a problem with your booking.
- The data you provide will only be stored on the Bookwhen secure server, based in the United Kingdom.
- Your personal information will never be shared with any third parties.
- We will store this data for 18 months for our reference and accounts and then it will be deleted.
- You may contact Peregrine Discovery at any time to enquire about the information we hold on you and to ask us to update, move or delete it.
- Only photographs and media in which we have permission for everyone visible and identifiable will be kept. Photographs are kept on a secure server and can only be accessed by authorized personnel.

If you have any questions relating to the included Terms and Conditions we would be delighted to hear from you at [hello@peregrinediscovery.com](mailto:hello@peregrinediscovery.com) .

Thank you