



Bookings & Cancellations Policy

All bookings shall be processed via a third party online booking system, such as, but not limited to, BookWhen & EventBrite. It is a mandatory requirement for Health and Risk consent declarations to be provided by each participant prior to attending an event. This is for the purposes of identifying, and accommodating, physical and mental wellbeing concerns, as applicable; and required for insurance purposes. The information collected will be processed and stored as outlined in the Forest Spirit Way Privacy Policy, available upon request or via the business website.

Participant cancellations shall be processed prior to the scheduled event. Donation payments are non-refundable, however a 'one time only' payment transfer will be offered, at the Walk Leader's discretion, and for the next available event. Cancellations shall be made via the booking system, telephone, or email. No SMS cancellations will be accepted under any circumstances.

Forest Spirit Way reserves the right to cancel, reschedule, change event type, or meet venues at any time. Notification of cancellations and /or changes will be communicated via email, newsletter, SMS, social media or on the business website; as applicable, and at the earliest opportunity. In the event of cancellation(s) by Forest Spirit Way, a 'one time only' payment transfer will be offered for the next event or refund processed, as applicable.

Regrettably, events hosted by Forest Spirit Way are not available for vulnerable adults or individuals under the age of 18. Dogs are *not* permitted at any event hosted by Forest Spirit Way, unless published otherwise. These restrictions are in necessary due to safeguarding and insurance limitations.

This policy will be reviewed annually or when a significant business change occurs, whichever is soonest. The next review date is scheduled for August 2026.

