

## **WiseWoods Woodland Walks Therapists and Coaches User Agreement**

**This agreement sets out the terms and conditions for therapists and coaches ('users') hiring a WiseWoods woodland walk for one-to-one walk-and-talk therapy or coaching sessions with their clients.**

### **Bookings**

- Sessions are booked and paid for in advance using the WiseWoods online booking portal.
- Each booking slot is for one hour, and the system provides an automatic 15-minute space between bookings to allow for transitions between clients or between therapists.
- Therapists must adhere to their booked start and end times, to prevent potential overlap with subsequent users of the woodland walk.

### **Cancellations, refunds and termination of bookings**

- Refunds will only be provided if the user cancels a booking with at least 48 hours' notice.
- WiseWoods reserves the right to terminate bookings or prevent further bookings if a user is found to be violating any of the conditions in this agreement or causing a nuisance to other users or to WiseWoods neighbours.

### **Users' responsibilities**

- The user will keep to the designated area for their booking. First-time users should arrange a free orientation walk with WiseWoods' managers before booking their first client session.
- Users are responsible for the wellbeing of their clients during sessions and for maintaining professional practices at all times.
- Users must hold appropriate insurance and WiseWoods reserves the right to see a copy.
- Users acknowledge that other therapists/coaches may be using other nearby woodland walks, requiring all users to respect each other's privacy and confidentiality, especially in shared areas such as the car park or entrance paths.
- Woodland walk bookings are for one-to-one sessions only. Any user wishing to use the woods for small group sessions must discuss their needs with WiseWoods managers.

## Woodland protection and safety

- Users and their clients must take a 'do-no-harm' approach to the woodland trees, plants and wildlife. Littering, deliberate damage to plants, trees and wildlife, smoking and the lighting of fires are strictly prohibited.
- Users should make their clients aware that a woodland walk is not risk-free. For example, the ground may not be flat, there may be trip hazards and low-hanging branches. Users are responsible for conducting their own risk and mobility assessments with their clients.
- The woods change every day, like any natural environment. If users encounter significant new hazards during a walk (such as fallen branches blocking a path, unstable trees near a path, or holes in the ground on a path) they should feed back to WiseWoods managers.
- WiseWoods managers monitor the weather conditions and reserve the right to close the woods when conditions are not safe (e.g., high winds, thunder and lightning). Users accept that access to the woods may be curtailed at short notice if the weather conditions require this. If possible, WiseWoods managers will arrange an alternative space, such as a field walk, although this will depend on space availability.
- Users also take responsibility for monitoring weather conditions during a session and making appropriate decisions (e.g., if it suddenly becomes very windy during a session, the user is responsible for deciding whether/when to leave the woods).
- Users and clients should remember to leave any gates as they find them.

## Agreement

By making a booking, you, the user, agree to:

- Abide by the conditions outlined above.
- Take full responsibility for your professional practice and client safety.
- Ensure that you and your clients respect the woodlands, its plants and wildlife inhabitants.