



Penthwell Farm Ltd – Bookings Policy

1. Booking and Cancellation Policy

Purpose:

To ensure sessions run smoothly, are well-planned, and participants' places are managed fairly.

Policy:

- **Bookings:**
 - All sessions must be booked in advance via our online system, phone, or email.
 - Bookings are confirmed only when full payment or deposit (if required) is received.
- **Cancellations:**
 - Participants must give at least **2 working days** to cancel or reschedule a session.
 - Cancellations within 2 working days may incur a **partial or full charge** to cover costs.
 - Penthwell Farm Ltd reserves the right to cancel sessions due to unforeseen circumstances (e.g., extreme weather, animal welfare concerns). In such cases, participants will be offered **a full refund or rescheduled session**.
- **No-shows:**
 - Failure to attend without notice may result in loss of fees and/or inability to book future sessions until payment is cleared.

2. Session Evaluation Policy

Purpose:

To ensure continuous improvement of sessions through feedback, monitoring, and reflection.

Policy:

- **Participant Feedback:**
 - Participants and/or their guardians will be encouraged to provide feedback at the end of each session via forms, surveys, or informal discussion.



- **Staff Reflection:**
 - Staff will review each session to assess what went well, any issues, and areas for improvement.
 - Observations on engagement, safety, and learning outcomes will be recorded.
- **Continuous Improvement:**
 - Feedback will be used to update activities, risk assessments, and operational procedures.
 - Management will hold regular team meetings to discuss feedback and implement improvements.
- **Record Keeping:**
 - Session evaluations and feedback forms will be securely stored and reviewed regularly.

Signed: *Janka Penther*

Role: Co-Founder

Name: Janka Penther

Date: 8th January 2026