

Go Wild Education Terms and Conditions of Use –Forest School Library Membership

These Terms of Use were last updated on 18th February 2024.

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Go Wild Education has not reviewed all of the sites linked to its Online Membership or Website and is not responsible for the contents of any such linked site. The inclusion of any link does not imply endorsement by Go Wild Education of the site. Use of any such linked Online Membership or Website is at the user's own risk.

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Go Wild Education may revise these Terms and Conditions of Use for its Online Membership or Website at any time without notice. By using this Online Membership or Website, you are agreeing to be bound by the then current version of these Terms and Conditions of Use.

8. Governing Law

Any claim relating to Go Wild Education's Online Membership or Website shall be governed by English law without regard to its conflict of law provisions.

9. Fees and Refunds

Fees for Memberships are set forth on the Website. We reserve the right to change Membership Fees at any time.

Refunds: In the event that you decide your purchase was not the right decision for you or your business, within 14 days of enrolment, contact our team at

hello@gowildededucation.co.uk and let us know you'd like a refund by the 14th day at 11:59 GMT.

We will **NOT** provide refunds more than 14 days following the date of purchase. After day 14, all payments are non-refundable and you are responsible for full payment of the fees for the Membership regardless if you complete the Membership.

In the instance of an organisation purchasing a Membership for an individual, access to the Membership and its content will be for the individual and is not transferrable. If it is the case that an individual does not complete the Membership, the organisation does not have a right to access the Membership material.

Recurring Payments: You have signed up for a recurring Membership plan and you hereby authorise our continued access to your financial information stored by our third-party financial processing company (Stripe or PayPal) until you terminate your membership, as set forth in your acceptance of the purchase terms upon checkout.

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12. Complaints

In the unlikely event that a Client has cause for complaint about a Go Wild Education Membership, the complaint should be made to Go Wild Education in writing via email at hello@gowildededucation.co.uk as soon as possible, in order that corrective action can, if

necessary, be taken. If the complaint is about a member of Staff then please contact Go Wild Education who will give information about the Complaints Procedure. The Client accepts that it is unreasonable to take no action during a Membership but to complain later. However, should a complaint not be resolved at source a complaint should be made in writing via email at hello@gowildededucation.co.uk within 28 days or this complaint will not be upheld.