



New Forest Outreach Support C.I.C

Website Terms and Conditions

Document Owner: New Forest Outreach Support C.I.C

Approved By: Director - Amy Bradsworth

Last Reviewed: 29/06/2026

Next Review Date: 29/06/2027

Version: 3.1

Introduction

These Terms and Conditions govern your use of the New Forest Outreach Support C.I.C. ("NFOS", "we", "our", or "us") website, including all pages and sub-domains unless otherwise stated.

By accessing or using this website, you agree to be bound by these Terms and Conditions. If you do not agree with any part of these terms, you should stop using the website immediately.

These Terms and Conditions apply to all visitors, users and anyone accessing the website.

You must be at least 18 years of age to submit enquiries, complete booking forms or otherwise enter into agreements through this website.

About Us

New Forest Outreach Support C.I.C. is a Community Interest Company providing specialist outreach support, inclusive activities and services for children, young people and families across the New Forest and surrounding areas.

Intellectual Property

Unless otherwise stated, all content on this website is the property of New Forest Outreach Support C.I.C. or is used under licence.

This includes, but is not limited to:

- Text
- Logos
- Branding
- Graphics
- Images
- Photographs
- Videos
- Documents
- Downloads
- Website design
- Layout
- Software
- Icons
- Educational resources

All intellectual property rights are reserved.

You may:

- View pages for your own personal use.

You must not:

- Copy, reproduce or republish website content.
- Sell or licence website content.
- Modify website content.
- Use our branding, logo or images without written permission.
- Use any content for commercial purposes without our prior written consent.

Images and Photography

Photographs, videos and other media displayed on this website remain the property of New Forest Outreach Support C.I.C. or are used with the appropriate permission.

Where images include children, young people or families, they are only published where appropriate consent has been obtained in accordance with our Photography & Media Consent procedures. Some images may be edited, cropped or anonymised to help protect the identity and privacy of those featured.

Images must not be copied, downloaded, reproduced, shared, altered or used elsewhere without the prior written permission of New Forest Outreach Support C.I.C.

If you believe an image has been used in error or wish to discuss the removal of an image, please contact us and we will respond promptly.

Acceptable Use

You agree to use this website lawfully and responsibly.

You must not:

- Attempt to gain unauthorised access to the website.
- Introduce viruses, malware or malicious software.
- Disrupt or interfere with the operation of the website.
- Submit false, misleading or fraudulent information.
- Upload material that is unlawful, abusive, offensive, defamatory or discriminatory.
- Infringe the intellectual property rights of others.
- Use the website in any way that could damage our reputation or services.

We reserve the right to restrict access where misuse is identified.

Information You Submit

Where you submit information through enquiry forms, referral forms, booking requests or contact forms, you confirm that:

- The information provided is accurate to the best of your knowledge.
- You have authority to provide the information.
- The information does not knowingly breach the rights of another individual.
- You will update us if significant information changes.

Providing false or misleading information may affect our ability to provide services safely.

Service Enquiries and Bookings

Submitting an enquiry, referral, booking request or assessment request through this website does not guarantee a place within any New Forest Outreach Support C.I.C. service.

All enquiries are subject to:

- Availability
- Initial assessment where applicable
- Suitability of the service
- Safeguarding considerations
- Staffing availability

A booking is only confirmed once written confirmation has been provided by New Forest Outreach Support C.I.C.

Information on this Website

The information provided on this website is intended as general guidance about our organisation and services.

Whilst we take reasonable steps to ensure information is accurate and up to date, it should not be relied upon as medical, legal, educational or professional advice.

Recommendations regarding support for individual children are always based upon discussions with families and, where appropriate, an initial assessment.

Privacy and Cookies

Your use of this website is also governed by our:

- Privacy Policy
- Cookie Policy

These policies explain how personal information is collected, processed and protected.

Third-Party Websites

Our website may contain links to third-party websites, online forms or external services for your convenience.

We do not control these websites and accept no responsibility for their content, availability, security or privacy practices.

Users access third-party websites entirely at their own risk.

Accessibility

We are committed to making our website as accessible as reasonably practicable.

If you require information in an alternative format or experience difficulty accessing any part of our website, please contact us and we will do our best to assist you.

Website Availability

We aim to ensure the website remains available and functioning correctly.

However, we cannot guarantee uninterrupted access.

We reserve the right to:

- Update the website.
- Modify content.
- Suspend access.
- Remove services.
- Carry out maintenance.
- Correct errors.

without prior notice where necessary.

Security

Whilst we take reasonable measures to protect this website against malicious software and unauthorised access, we cannot guarantee that the website will always be secure or free from viruses.

Users are responsible for ensuring their own devices are protected through suitable antivirus software and security measures.

Service-Specific Terms

Certain NFOS services, including but not limited to:

- Discovery Club
- Home Support
- Outreach Support
- Alternative Provision
- Hub Hire
- Little Explorers
- Youth Club

may have separate service agreements, booking conditions or cancellation policies.

Where these exist, those terms will apply in addition to these Website Terms and Conditions.

Limitation of Liability

Nothing within these Terms and Conditions excludes liability where it would be unlawful to do so, including liability for:

- Death or personal injury caused by negligence.
- Fraud or fraudulent misrepresentation.

To the fullest extent permitted by law, New Forest Outreach Support C.I.C. shall not be liable for:

- Loss of income or profits.
- Business interruption.
- Loss of data.
- Indirect or consequential losses.
- Losses resulting from circumstances beyond our reasonable control.
- Temporary website outages or interruptions.

Use of this website is entirely at your own risk.

Changes to These Terms

We reserve the right to amend these Terms and Conditions at any time.

Updated versions will be published on this website and take effect immediately upon publication.

Continued use of the website indicates acceptance of the revised Terms.

Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

Any disputes arising from the use of this website shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Details

New Forest Outreach Support C.I.C.

Registered in England and Wales

Company Number: 15204337

Registered Office: *Unit 1, Blackfield Business Centre, Blackfield, SO45 1UB*

Email: enquiries@newforestoutreach.co.uk

Telephone: 02380019920

Website: www.newforestoutreach.co.uk

Related Policies

These Terms and Conditions should be read alongside:

- Privacy Policy
- Cookie Policy
- Accessibility Statement
- Booking & Cancellation Policy
- Equality & Inclusion Policy
- Health & Safety Policy
- Safeguarding Policy (where applicable)