



Chestnut and Acorn Membership Scheme for Social Needs Groups

Welcome to Wildwood's Chestnut and Acorn Membership scheme, aimed at social needs groups, so that you can enjoy our animals and woodland whenever you want.

Our Chestnut and Acorn Membership scheme is aimed at social needs groups – those whose members have a range of social needs through deprivation, abuse, homelessness, residential care, old age etc. Organisations suitable for Chestnut or Acorn Membership include socially deprived groups, specialist families and parenting groups (e.g. HomeStart, SureStart etc), victims of domestic violence (e.g. women's refuges), children's and old people's homes, support groups etc.

There are two categories of membership for social needs groups. It is up to you to decide which one your organisation would like to apply for.

| Category | Conditions |
|----------|---|
| Chestnut | <ul style="list-style-type: none"> • £50 annual administration fee • No visits on bank holiday weekends (Sat-Mon and Good Friday) • No other restrictions on visiting times |
| Acorn | <ul style="list-style-type: none"> • £25 annual administration fee • No bank holiday visits (Sat-Mon and Good Friday) • No weekend visits at all • Weekday visits after 1pm only during the school term to avoid congestion with school groups • No restrictions on arrival times on weekdays during school holidays |

Some members of potential Chestnut or Acorn groups may have additional special needs but their organisations were not set up exclusively to support physical, mental, behavioural or educational special needs. Groups primarily set up to deal with special needs should apply for our Gold Membership scheme.

To Apply:

- Decide which category of membership you would like to apply for – Chestnut or Acorn – and complete and return the appropriate application form.
- Payment is by BACS or by cheque (payable to Wildwood Trust) for the required annual administration fee (£50 for Chestnut and £25 for Acorn) as well as formal literature about your organisation to support your application.

Full Terms and Conditions

1. Chestnut or Acorn Membership is given to specifically named groups. It is not transferable to other groups or individuals within the same umbrella organisation or to other organisations.
2. The card may not be used by staff members or clients for private visits with their families or friends.
3. With the exception of specifically family-based organisations (e.g. SureStart and HomeStart) the card cannot be used to cover an organisation's family outing; the card only covers the organisation's members and accompanying staff; parents, grandparents and siblings accompanying them on the visit as a day out would need to pay admission.
4. The card may be used every day that we are open, with the exception of:
CHESTNUT: bank holiday weekends (Sat-Mon and Good Friday).
ACORN: all weekends, bank holiday weekends or before 1pm Mon-Fri(school terms only).
5. **You must inform us in writing by email that you are coming by the day before your visit at the latest: sharon@wildwoodtrust.org AND membership@wildwoodtrust.org** (on health and safety grounds it is important for us to know of any groups in the park in case of an emergency).
6. We reserve the right to ask you to postpone your visit if circumstances are unsuitable, e.g. a high number of existing bookings on a very busy school day.
7. Wildwood's decision on your eligibility for the group membership scheme will be final.
8. Neither Chestnut nor Acorn Membership covers special needs groups (see Wildwood's Gold Membership Scheme).
9. You must let us know of any material changes to or within your organisation, including change of contact person.
10. Groups who arrive without notifying us and/or outside the restrictions on their card will be turned away or asked to pay the seasonal group admission charge.
11. The staff member in charge of the visit must bring the membership card and show it to reception staff.
12. We understand that social needs groups may need a high ratio of support staff accompanying them on external trips. However, if a large number of staff attend (more than 1:1), they will be charged the seasonal group admission rate, unless you have contacted us first to explain the need for extra staff.
13. Replacements for lost membership cards carry a £10 administration charge.
14. Failure to adhere to the terms and conditions will result in your membership being cancelled.
15. Wildwood Trust reserves the right to change these terms and conditions at any time.

Please don't forget that we are a charity, subject to Charity Commission rules, and it is imperative that members of this scheme do not abuse it.

If you have any questions, please contact Sharon Jones, Membership team, tel. 01227 712111 or email sharon@wildwoodtrust.org