

# Terms and Conditions of Booking

## Bookings

1. Unless otherwise agreed, all sessions must be paid for in advance at the time of booking.
2. Sessions can be booked individually or as a block booking. Block booking are offered as a course of 4, 8 or 10 session packages. We offer a 5% discount if you book and pay for a course of ten sessions in advance.
3. If you are booking sessions individually you will not have a regular day/time slot, and these are subject to availability. Block booking will be arranged in advance and will secure set dates and times (subject to point 5).
4. If it is agreed payment can be made after a session has taken place, or if payment fails at the point of booking, you will be provided with a payment deadline date. If payment has not been received in full by your payment due date, you will incur an overdue payment charge in addition to the session charges. Overdue payment charges will be applied at the rate of £5 every Monday payment is outstanding and the amount payable will continue to increase until paid in full or passed to a debt collection agency. Any payments that are 90 days past due will be referred to a debt collection agency and more charges will apply to cover these costs.
5. Sessions booked as a course are booked as a group of sessions and we do not offer refunds or rearrange individual lessons which make up the course. We may offer a credit for an individual session as part of a course in extenuating circumstances.
6. Bookings may be subject to change due to staff and/or animal availability; we reserve the right to change coaches for any session. On occasions we may need to contact you and adjust the time of your booking. If you have booked a group session and you are the only participant, we reserve the right to shorten the session to account for the discounted group price.
7. We accept payments through our online booking system, by card, cash and bank transfer. We do not currently accept cheques.
8. Please be aware that we may not start and finish your session exactly on time. Please allow 15 minutes past your start time to accommodate horse /session changeovers / traffic.
9. Price is per session, not per hour. Each session booked is for a maximum of 60 minutes. Due to the nature of the work, some sessions are shorter and some longer depending on client's needs and achievements in the session. If the session ends before 60 minutes, no refunds will be made. Any session that runs over 65 minutes will incur an additional session fee, charged at the same price as the initial session fee.
10. You agree to be polite and courteous to all members of staff, volunteers, animals and other clients at Be Herd® LTD. All participants agree to follow the directions of their coach fully and work with our animals in a kind and thoughtful manner. The safety of both animals and participants is everyone's responsibility. The animals are our partners, and we reserve the right to refuse sessions to anyone who we believe has mistreated our animals or employees.



## Cancelations

11. Clients will never be charged for a session that is cancelled/rearranged by Be Herd® LTD.
12. If you cancel your session with less than 48 hours' notice you will be charged a full price cancellation fee. Sessions cancelled with 48 hours' notice or more can be rearranged.

13. Cancelling a session does not entitle you to a refund, refunds are strictly issued at Be Herd®LTD's discretion.
14. If you cancel a lesson with more than 48 hours notice, and we agree to a refund, there may be a cancellation fee applied to refunds issued, to cover any transaction fees.
15. You may only rearrange a booked session once. It is a Be Herd®LTD's discretion as to the content of a rearranged session and may not be the same as the original booking.
16. For social engagement and nature-based learning sessions, you are liable for the cost of any tickets have been bought for travel or admission to any events if you cancel a session. Bookings for specific events cannot be rearranged if a session is cancelled.

## **Lateness**

**For in person sessions** - Please aim to arrive at least 5 minutes before your session start time. If you arrive more than 5 minutes early, please wait at the agreed meeting point until your session start time.

**For virtual session** – Please ensure you have dialled into the session and are in the waiting room for your start time.

17. Clients who are late will not receive added time beyond their regular session time and will be charged 100% of the session fee.
18. Clients who are more than 20 minutes late for a session may not receive services for that booking (at the discretion of the facilitator) but will still be charged 100% of the session.
19. Client cancellations made less than 48 hours in advance of a session are required to pay 100% of the session fees.
20. No-shows will be charged 100% of the session fee.

## **Weather**

21. Sessions may be postponed in severe weather conditions and at the discretion of Be Herd®LTD and more than once if bad weather persists.
22. The decision to cancel sessions takes into account the safety and wellbeing of the clients, animals and staff at all times.
23. Outdoor activities - As it related to temperature, we follow the guidelines for 'RealFeel' weather conditions. For example: temperature + humidity(spring/summer) and temperature + Windchill (autumn/winter).
24. Sessions may be adjusted to animal education, indoor education or talking sessions in bad weather instead of cancelling. Concurrently, we know some clients thrive on keeping to a set of structured activities and coming to, but not working with animals may be difficult to them. If you are concerned about this possibility, please highlight and discuss to make a plan.
25. In person sessions may be cancelled or adjusted on a case-by-case/hourly basis at the discretion of the facilitator when any of the following are present at the time of your session:
  - a. RealFeel is less than 3°C or more than 30°C.
  - b. More than 50% chance of severe weather (thunderstorms, warnings/watches)
  - c. If lightening is 10 miles or less away (even if there is no precipitation at that time)
  - d. Heavy precipitation (more than 1" of rain in a short period of time); snow or ice.
  - e. Steady winds over 18mph and/or gusts over 22mph.

## Termination of services

26. More than 2 no-shows may result in termination of services.
27. We reserve the right to end services to anyone who we believe has mistreated our animals or employees.
28. If Be Herd®LTD have to end services, you will not receive a refund for any individual session bookings within a two-week period of the termination date. Any individual session bookings over two weeks of the termination date, may receive a refund at the discretion of Be Herd®LTD. Any sessions booked as a course at a discounted rate will not receive a refund if services are terminated.

## Sickness

**For virtual session** – Services can continue as normal.

29. **For in person sessions** Please stay home and/or cancel services if you have exhibited or have been in contact with someone who has presented with a contagious illness within the previous 24 hours- 2 weeks (incubation period dependant), including but not limited to: cough, sneezing, fever, chest congestion or additional signs of potential spread of any cold, virus or bacteria/disease. If you have been exposed to anyone who has tested positive for COVID-19 and/or you are in a required quarantine phase from school or work, DO NOT come to/have me come to sessions.
30. If you attend a session and are showing signs of cold/virus/illness, you will be asked to leave at once.
31. Due to the nature of our organisation (animals requiring 24/7/365 care) and the size of our team, instances of illness (COVID, Flu or other virus) will likely lead to cancellation of all programming for all clients for the duration of one to two weeks, especially in the event of a primary staff member being exposed.
32. Many of the individuals we serve are immunocompromised, and can become sick, very easily. It is exceptionally important that all who use our in-person services adhere to our sickness policy for the wellbeing of all. Participants/clients. Their family members or carers must be free of the following symptoms and/or conditions for 24 hours before attending an in-person session:
  - a. Temperature of 38.3°C or higher\*\*
  - b. Vomiting
  - c. Two or more cold symptoms combined \*\*
  - d. Undiagnosed rash on body
  - e. Coloured mucus discharge
  - f. Cloudy discharge from the eye(s)
  - g. Any communicable disease

\*\* symptoms and/or fever must remain absent without the use of paracetamol, ibuprofen, or any other antipyretic. If you have any of the above symptoms and/or conditions, please contact your facilitator directly ASAP. Credits are not issued in the case of absence due to sickness, unless arranged individually.

## 2024 Prices\*

Each session (unless otherwise stated) lasts up to 60 minutes. Due to the nature of the work, some sessions are shorter and some longer depending on client's needs and achievements in the session.



### Equine Facilitated Learning

1:1 Individual - £65.00 a session (£35 per session if using your own horses).

1:1 Block booking x 4 sessions – £260

1:1 Block booking x 8 sessions – £520

1:1 Block booking x 10 sessions -£617.50

Group (2-5 people) - £45 per person, per session.

Groups of 5+ - £35 per person, per session.

Corporate – quote available upon request.

### Coaching (individual session only)

1:1 In person - £50.00 a session

1:1 Virtual - £30.00 a session

Corporate – quote available upon request.

### Wellbeing & Social Engagement

Social Engagement- £45.00 a session

Family Group (4 Maximum) - Social Engagement- £25.00 per person, per session

Individual - Wellbeing & Nature Based Learning - £45.00 a session.

### Mixed group session that runs in around Blackley Nature reserve. Dates published on website.

Nature Based Learning for Home Educated Children - £15 per child.

30 minute – Nature Wellbeing walk (this is a mixed group session)- £15 per person.

### Partnership

We work in-partnership with other organisations, supplying services to and on behalf of them. If you would like us to come and provide services at your facilities, please contact us for a quote. Discounts available for registered charities and CICs.

\* Please note prices are subject to change: a minimum of 30 days' notice of any changes to prices will be given for existing customers. Price changes will not be applied to any pre-existing booked and paid for sessions.