

## Booking Policy

### Lauren's Equine – Bodywork & LESS booking and cancellation policy

Lauren Hazelwood is a qualified equine therapist.

By completing a booking directly or through the website, you are aware that by your participation in any activities arranged by Lauren Hazelwood, **certain risks or dangers may occur.**

You acknowledge, agree, and understand that the risks associated with the Activities and/or recreational services have been explained to you.

You undertake any such risk voluntarily and at your own risk.

**ABUSE of horses or humans will NEVER be tolerated. Any abuse will cause your session to be terminated immediately. No refunds will be given. You will also be formally reported to the relevant authority.**

Content within your session including exercises, discussions, homework etc should not be applied to other situations without consultation. This content is specific to your own circumstances. Horses and riders are individuals, and it may be detrimental if used in a different context.

**Cancellation:** sessions can be cancelled at any time with a minimum of 2 weeks notice. Fees will not be refunded if cancellation is within 2 weeks.

#### **Weather considerations:**

It is at the discretion of the owner/booker to ensure adequate cover is made available for Lauren to work. The owner/booker will ensure the horse is dry, free from excessive dirt and mud, and is able to be worked on out of severe weather.

And the current weather information can be found here:

<http://www.bom.gov.au/index.php>

If you chose to cancel because the conditions may be unpleasant, that is absolutely your prerogative, however, please don't expect a refund of your fees.

#### **Other circumstances:**

All considerations are a case-by-case basis. If you are unwell, I may be able to work on your horse without you present if the above conditions are met. If Lauren cancels, fees are fully transferable to another booking.