



Terms and Conditions

Please read all these terms and conditions carefully. By applying to this course and making a payment, you agree to be bound by these terms and conditions. If you have any concerns or questions, please contact us at 07583411990.

Application

1.1 These terms and conditions apply to the purchase of services and course contents by you (referred to as "the student" or "you").

1.2 Olivia Renshaw, trading as 'Wolds Equine Rehabilitation and Training' of Home Farm, Somersby Road, Tetford, Lincolnshire, LN9 6QG, with email address info@equinemassagecareers.co.uk and telephone number (07583411990), is referred to as "us" or "we".

1.3 These terms and conditions constitute the agreement between you and us upon acceptance of your application to the course.

Terminology

2.1 The booking date refers to the date on which the full course fee is paid.

2.2 The course fees refer to the fees as displayed on the Wolds Equine Rehabilitation and Training website.

2.3 The student or you refers to the person named on the booking form or their parent/guardian.

Services

3.1 The services provided are described on our website: <https://www.equinemassagecareers.co.uk/>

3.2 The course consists of four modules, which must be completed within a 12-month period to successfully finish the course.

3.3 If any services are tailored to your specific requirements, it is your responsibility to provide accurate information.

3.4 All course services are subject to availability.

3.5 We reserve the right to make changes to the services if necessary to comply with applicable laws or safety requirements. We will notify you of any such changes.

Booking and Fees

4.1 Bookings can be made online through our website: <https://www.equinemassagecareers.co.uk/>. The person making the booking must be at least 16 years old and, by paying for the course, accepts these terms and conditions.

4.2 Fees: Students are required to submit payment for the course. Payment will be processed via a valid debit card using Stripe Pay on the student portal. Bank transfer can will also be accepted.

4.2.1 You have the option to pay for the full course or pay for each module separately.

4.2.2 If you choose to pay for the modules separately, you have a 12-month timeframe to purchase and complete all four obligatory modules.

4.3 Upon acceptance of your booking, you will receive an acceptance letter via email. Once the acceptance letter is generated and payment is made through the student portal or via bank transfer, a contract will be formed between you and us, and all terms and conditions will apply.

4.4 If you wish to cancel your course booking after making any payments, please refer to our cancellation and refund policy.

4.5 Failure to make payment for the course will result in non-enrolment, and you will not be able to access the course.

Student Age Restrictions

5.1 The course is available to students aged 16 and above.

5.2 Students under the age of 18 should be aware that professional insurance may not be provided to individuals under 18 years old.

5.2.1 Inability to provide insurance to students under 18 is the company's internal matter and not a fault of the course.

5.3 While employability options may be limited until students reach 18, the course is still available for students aged 16 and above.

Customer (Student) Responsibilities

6.1 Upon acceptance onto the course, you must comply with the following terms and conditions.

6.2 You must cooperate with us and provide relevant information to our authorised tutors and representatives regarding the course.

6.3 A strict dress code must be followed, including wearing appropriate footwear, no trainers, full coverage clothing, tying back long hair, avoiding excessive jewellery, and maintaining short nails. Failure to comply may result in suspension from the course.

6.4 The course has a zero-tolerance policy for verbal or physical threats or abuse towards staff members or participating animals.

Disciplinary Policy

7.1 In the event of a breach of the behaviour policy, the course leader will implement disciplinary measures.

7.1.1 A verbal warning will be given.

7.1.2 If behavioural issues persist after the verbal warning, a formal warning will be sent via email.

7.1.3 Continued behaviour issues may lead to removal from the course.

7.1.4 No refund will be provided if a student is removed from the course due to disciplinary issues.

Cancellations or Withdrawal

8.1 Within the first 7 days of booking, you may cancel the course and receive a full refund.

8.2 After the 7-day cooling-off period, if you cancel your booking, a refund will not be provided.

8.3 For detailed information on the refund policy, please refer to the relevant section in these terms and conditions.

8.4 To cancel the course, you must contact the course leader by telephone or email.

Course Amendments

9.1 Any amendments to the course will be communicated to students within 7 days of the changes.

9.2 If amendments are necessary to ensure your participation in the course, please contact the course leader to discuss the circumstances.

Practical Assessments

10.1 Attendance at in-person practical assessment days is mandatory.

10.2 Students must book practical days through the student portal and can make changes up to 7 days before the scheduled date.

10.3 Amendments within 7 days or less before the scheduled date cannot be accommodated.

10.4 If circumstances prevent your attendance, please contact the course leader as soon as possible to make alternative arrangements.

10.5 Virtual assessment days may be allowed on a case-by-case basis with prior agreement via email, ensuring all marking criteria is met.

Refunds

11.1 A full refund will be provided if you choose to cancel your application within the 7-day cooling-off period providing no course work has been started.

11.2 If more than 7 days have passed and you decide to cancel your booking, no refund will be provided.

11.2.1 Full payment for the entire course or a module is non-refundable if cancelled after 7 days.

11.2.2 If you have started the assessed tasks on the student portal and choose to cancel the course, no refund will be provided.

11.3 Absence due to illness does not qualify for a full refund.

11.4 No legal liability exists under a court order or this agreement to make any refund.

11.5 Refunds will only be issued to the person who made the original booking and will be remitted to the country of the original booking.

Privacy

12.1 We will process your information in accordance with our privacy policy. By using the website, you consent to such processing and confirm the accuracy of all provided data.

12.2 For more information on our General Data Protection Regulation (GDPR) statement, please visit our website.

Right to Amendments

13.1 We reserve the right to revise and amend these terms and conditions at any time.

13.2 You will be subject to the policies and terms and conditions in force at the time of your booking, unless changes are required by law or governmental authority.

General Matters

14.1 Only the course leaders and students are parties to this agreement. No person other than a party to this agreement shall have any rights to enforce any term of this agreement.

14.2 Jurisdiction: This agreement was made at the course venue, and it, along with all matters related to the provision of educational services by the course, is exclusively governed by the law of England and Wales. The parties submit to the exclusive jurisdiction of the Courts of England and Wales.

Terms and Conditions last updated June 2023: Olivia Renshaw, Proprietor and Principle Tutor