

For the purpose of this policy the following terms are;

You- "individual", "group", "person" or "client"

Equine Connect- "Equine-Connect" "we" "our/selves) "us"

### **Cancellation and Payments Policy**

At Equine-Connect we want everyone to be treated fairly including when processing payment of fees and with regards to cancellations. We understand that life can offer unexpected hurdles that require services to be cancelled or postponed at late notice, however, in order to future protect Equine-Connect and our clients we have implemented a cancellation and payments policy as detailed below.

#### **Cancellation, Refunds and Amendments**

- **1.1** The client agrees to give Equine-Connect as much notice as reasonably possible for any cancellations or amendments to services required.
- **1.2** Amendments or cancellations to bookings (i.e. moving an appointment to a different day/ time) can be made up to 96 hours before start time of original booking with no additional charges.
  - 1.2a** Amendments or cancellations to bookings made between 96-48 hours before start time of original booking will incur a cancellation fee of 10% of booking, which must be made in accordance with Payment of Services policy. Or, where a refund is requested, the refund will be -10% of original payment.
  - 1.2b** Amendments or cancellations to bookings made between 48 hours and start time of original booking will incur a cancellation fee of 30%, which must be made in accordance with Payment of Services policy. Or, where a refund is requested, the refund will be -30% of original payment.
  - 1.2c** We are aware that some amendments or cancellation requests are due to extenuating circumstances. If the client feels their amendment or cancellation is due to extenuating circumstances the client must contact Equine-Connect directly, whereby we will reserve the right to determine if the request is genuine extenuating circumstance and therefore not subject to amendment/cancellation fees (i.e. bereavement, medical conditions requiring medical professional assistance, victim of crime, acute trauma, severe weather conditions etc).

*Please Note: We are able to provide the majority of our services in a weatherproof indoor barn, which is suitable to avoid a range of weather conditions.*
- **1.3** Equine-Connect will not have the right to charge any cancellation or amendment fee to the client if the reason for cancellation/amendment is that the client reasonably believes Equine-Connect to have acted negligently, dishonestly, or fraudulently during the provision of services. In these circumstances, the client will be suspended from booking services with Equine-Connect whilst awaiting investigation from an appropriate governing body (i.e. Police services, ICO etc).
  - 1.3a** If the investigation is deemed to be unreasonable, dishonest and/or unjust, the client will be invoiced for the full fees of service in accordance with the Payment of Services policy.
- **1.4** In the unlikely and rare event that Equine-Connect are required to amend or cancel any bookings, the client will not be susceptible to any additional charges and will be eligible for a refund in full if requested.

1.4a In the event of a national pandemic causing complete closure of businesses, or any red weather warnings that pose a serious threat to life all bookings will be cancelled or amended with no additional cancellation/amendment fees.

#### Payment of Services

- 2.1 All payments of service should be made at time of booking. Details of payment will be provided by equine-Connect including total costs and bank details.  
2.1a An invoice can be requested, however, the payment must be made within 5 days of date of invoice, or before start of services- whichever occurs first.  
2.1b A receipt can be provided following payment confirmation if required, please request a receipt directly with Equine-Connect.
- 2.2 Payments must be obtained in full before services will commence.  
2.2a If you are unable to pay all or part of the fees required, this must be discussed in full with Equine-Connect before services commence.
- 2.3 An additional charge of 5% of the invoice will be added if payment has not been received by 10am on day 6 from date of invoice, unless previously discussed with Equine-Connect (as detailed in 2.2a.) This will be sent to the client in the form of a new invoice with new date of invoice as detailed in section 2.1a.  
2.3a This process will continue to repeat until either; full payment for most recent invoice is received or invoice is passed onto debt collectors.
- 2.4 Whereby services are part or fully funded, the client agrees to complete all necessary paperwork or feedback as requested by Equine-Connect to satisfy the requirements of the funding stream within a maximum of 7 days of original request.  
2.4a Any instances where the requested paperwork or feedback is not returned to Equine-Connect within 7 days of original request may be subject to partial or full fees which should have been covered by the funding stream. In this circumstance, an invoice will be sent to the client and will be subject to the policy as detailed in section 2.1a, 2.3 and 2.3a.  
2.4b Once an invoice has been sent for failure to comply with sections 2.4 and 2.4a, the requested paperwork or feedback for the funding stream will no longer be required.

#### Withdrawal of Services

- 3.1 Equine-Connect reserves the right to withdraw services without any notice under the following conditions;
  - Bereavement
  - Medical conditions
  - Discrimination
  - Bullying
  - Harassment
  - Disrespect of business, staff, people or animals on site
  - Failure to follow health and safety guidelines, policies or instructions
  - Verbal, online or physical violence/aggression towards business, staff, people or animals on site
  - Late or failure of payment of fees

<b>Review Date:</b>	14 <sup>th</sup> April 2024	<b>Next Review Date</b>	14 <sup>th</sup> April 2025
<b>Approved by:</b>	Lisa Deacon	<b>Position</b>	Company Owner

