



TERMS OF BUSINESS

Definitions:

"W-EAL" - Wiltshire Equine Assisted Learning

"The referrer" - the individual referring a "learner" for Equine Assisted Learning.

"The learner" - the individual undertaking Equine Assisted Learning sessions.

"Equine Assisted Learning" - experiential sessions which help learners to gain a better understanding of themselves through interaction with horses. There is no riding involved and all activities take place on the ground. No prior knowledge of horses is necessary.

1. The Service:

- A "session" consists of Equine Assisted Learning and other outdoor activities relevant to the aims and objectives set by the referrer or learner. A session can be of any length requested from 1 hour to a full day of 4 hours. We can offer a maximum of 3 4 hour sessions per week.
- W-EAL will work with learners from the age of 7 upwards (Yr 3). Any level of ability can be accommodated.
- Learners may work with other animals such as dogs, sheep, rabbits, guinea pigs etc. during a session.

2. Payment of fees:

- W-EAL takes bookings for 6 sessions in term blocks and will invoice for these at the beginning of each term in advance. Invoices should be paid within 28 days. Wilts-EAL will strictly charge a late fee of 10% of the total invoice on unpaid fees after 28 days.
- In the event of an invoice remaining unpaid at the end of term Wilts-EAL reserves the right to stop further sessions until the invoice has been paid.
- Once sessions for a term have been booked, and an invoice has been issued, we will not give refunds in the event of cancellation or if a learner is unable to attend a session for any reason. If the cancellation is for a large block of sessions we will endeavour to fill the cancelled remaining sessions with another learner and in this case we will then refund the cost of those sessions.
- Sessions are strictly not transferable to another learner if the booked learner is unable to attend for any reason. We do not offer "one off" sessions to fill a vacant slot.
- In the event of a cancellation of a session by W-EAL a full refund or credit for another session will be given.

- In the event of an act of God (natural disaster, pandemic, inclement weather - heavy snow/hurricane etc), and where Police have issued travel advisories for people not to travel we reserve the right to cancel sessions and no refund will be given.

3. Confidentiality:

1. W-EAL requires that a disclaimer form is signed prior to sessions beginning. All records of sessions are stored confidentially and a permission form must be signed if photos or video or portfolios are shared or used for media purposes. Our Privacy Statement can be accessed on the website.
2. Confidentiality will be maintained for all of our learners according to our policy and code of conduct.
3. W-EAL will write a confidential report to the referrer at the end of terms 2, 4 & 6 updating on the progress of the learner. Any additional requests for reports writing during the term will be charged at our current hourly rate pro rata depending on the time taken to write the report.

4. What you can expect from Wilts-EAL

1. All activities will be risk assessed and facilitators hold liability insurance, DBS checks and first aid.
2. W-EAL is committed to safeguarding all of our learners and therefore our facilitators and volunteers will attend safeguarding training and will be aware of procedure in the event of any concerns.
3. W-EAL policies and procedures are available to be viewed at all times by any referrer or learner.
4. W-EAL will assess the needs of each learner and deliver an individualised course of sessions to meet those needs, working towards clear aims and objectives.
5. W-EAL will ensure learners can share their sessions, if wished, with the referrer, their family and friends by supplying photos and workbooks can be taken home or to school and returned at the following session.
6. W-EAL will write a report to the referrer outlining progress during the sessions which will be sent out at the end of terms 2, 4 and 6 or on completion of sessions. If additional reports are required we charge a fee of £50 per hour (pro rata dependent on facilitator time taken to complete the report). W-EAL will outline any issues identified during sessions and the strategies used to help with these issues. This will help action plans to be carried forward in order to continue to achieve goals once sessions have been completed, or to ensure consistency in approach and multi agency working. Please note we do not complete reports to assist with obtaining government benefits.
7. W-EAL would be happy to attend any multi agency meeting where appropriate to feedback on progress and to share any learning.
8. W-EAL will work with and support staff or family who are involved with learners and involve them in sessions if needed and where appropriate.
9. W-EAL has a zero tolerance policy for bullying of learners or staff. W-EAL reserve the right to cancel sessions should this occur and where no resolution can be found. No refund will be given.

5. Responsibilities of the referrer:

1. The referrer will complete and sign a proposal for Equine Assisted Learning outlining sources of funding and appropriate background information. Initial aims and objectives should be identified prior to sessions commencing. The referrer will provide W-EAL with EHCP documentation where appropriate.

2. The referrer will offer some follow up after sessions with the learner. This is to enable the learner to be able to share their sessions and reflect on any learning.
3. The referrer will liaise with W-EAL if any problems or concerns arise affecting the learner which may impact on sessions. For example, child protection or safeguarding issues.
4. The referrer may involve W-EAL in case reviews or multi agency meetings when it is deemed appropriate or the input of the facilitator may be helpful.
5. The referrer will liaise with W-EAL as necessary throughout the course and at the completion of the course to discuss any learning and action plans for the future to ensure continuity and consistency.
6. The referrer will endeavour to give adequate notice to W-EAL if sessions for the learner are to end or be withdrawn. This will enable us to ensure we work towards a positive ending for the learner. If sessions are suddenly stopped the referrer will enable the learner to attend for a completion visit to help to facilitate an appropriate ending.

6. Complaints procedure:

1. In the event of the referrer being unhappy with any aspect of the service provided by W-EAL the facilitator should be contacted for an informal discussion and review to try and resolve the issues.
2. If this does not resolve the issues the complaint will be investigated and dealt with in line with the complaints policy which is available on request.
3. Any complaints will be reviewed by Wiltshire Equine Assisted Learning Board of Directors at Board Meetings or more urgently as required. Action will be taken to ensure issues are resolved and any measures to improve the service will be implemented and monitored.

Addendum: Coronavirus:

Coronavirus Policy:

All learners will be required to adhere to coronavirus guidance and the coronavirus policy in place to reduce the risk of infection transmission.

Session cancellations due to coronavirus or other illness.

In the event of a session cancellation due to illness, Coronavirus symptoms, or need for self isolation by either the learner or facilitator at WEAL a refund will not be given. Please note in the case of any other cancellations by WEAL that are not due to coronavirus a refund will be given. In the event of a block of sessions being cancelled due to coronavirus an online programme will be put into place.

Reviewed: 08.09.2003

For Review: 08.09.2004

Director: Hannah Lindsay