



## Terms and Conditions / Participation Agreement

### Confidentiality

All sessions are confidential. You are free to discuss anything with your practitioner and know that your personal information will not be shared. This confidentiality includes all Horses Who Heal personnel.

*Please note there are three exceptions to the above confidentiality agreement:*

- When disclosure is required to prevent clear and imminent danger to yourself & others.
- When legal requirements demand that confidential material be revealed
- You agree to inform your practitioner if you come under the care of any health care professional such as a psychotherapist, psychologist, counsellor, mental health social worker, psychiatrist or related professional during the course of our EAL relationship.

If you are under this type of medical or psychological treatment, please inform your practitioner you are attending EAL/P sessions.

### Cancellations/Rescheduling

As per NDIS stipulation rescheduling / cancelling of appointments should be done at least 7 days before the planned date, to avoid a full fee charge. Our practice will attempt to book another client if cancelled with more than 48 business hours notice, to avoid having to charge you.

However, appointments cancelled within 48 business hours will automatically incur a cancellation fee. Since our sessions are held outdoor, the practitioner may decide to cancel due to weather conditions. In that case, we will endeavour to reschedule as soon as possible.

### Equine Assisted Learning/Therapy (EAL/P)

EAL/P is a specific social-emotional skills building, experiential learning/therapy modality. EAL/P results are not guaranteed. The Client is aware that their outcomes are dependent on their level of commitment and participation throughout the process.

*We both:*

- Agree to abide by the mutually agreed time frames to complete all commitments
- Agree to ensure we keep appointments
- Agree to honour our commitments to each other

### Participation / safety in Sessions:

1. Participation in activities involving horses involves risk of injury, as activities with horses are deemed a significant high-risk activity by our community and legal system.
2. By attending and/or participating in this training or session you knowingly and freely assume all such risks, both known and unknown and you voluntarily enter at your own risk.

3. Horses have different temperaments and natures. All horses are potentially unpredictable, especially if frightened, hurt or mistreated. The horses at the practice do no kick or bite people, and, they will be chosen to match the experience and feelings of new clients. Horses do explore their environments with their bodies, so clients will be introduced to the practice of boundary setting, to choose how they wish to engage with the horses.
4. You will be offered a safety guideline by the practitioner which supports clients in being safe, aware and making safe choices in all sessions with horses.
5. The practitioner will take all care possible and follow clear safety guidelines for the benefit of clients and horses.
6. You agree not to deliberately frighten, hurt or mistreat the horses and to follow safety guidelines offered by the practitioner.
7. The practitioner makes no warranty of any kind, expressed or implied, as to the nature, habits, and disposition of any horse involved in sessions or activities.
8. All directions by the practitioner must be observed.
9. You are responsible for wearing suitable clothing, long pants, and appropriate footwear, fully covered hard shoes or boots with flat heels, including protection from sun/rain when needed.
10. You agree to follow the directions of the practitioner or official and that any misconduct or refusal by you to follow any direction of the practitioner or official can result in your exclusion from participation in the activities and your immediate removal from training and participation in future sessions will be reviewed or cancelled. You understand that any such non-compliance may result in injury, as a result of your failure to comply.
10. In the event of an accident of any kind, you must report this to the practitioner immediately.
11. In the event of serious accident or injury where an ambulance or medical treatment is required, you are responsible for any costs that may be incurred.
12. Upon entering the activities area, you acknowledge the practitioner or officials and/or others do not accept any liability for any accident, damage, injury or illness to you, any spectators, participants, or any other person or property whatsoever.
13. Knowing the potential inherent risks, you assume sole responsibility for any injury, death or property damage you may suffer as a result of your attendance and/or participation in your participation.

I agree to engage Horses Who Heal's services and with the above T&C's:

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Name of Participant & Legal Guardian if applicable Date

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Signature of Participant and/or Legal Guardian

I agree to have photos/video taken and used in promotional material (circle which is applicable) YES/NO