



HORSE THERAPY CLIENT POLICY

- "Therapy client" refers to a client who has weekly or fortnightly horse therapy sessions because they have a physical and/or mental impairment and/or requires support with mental health issues.
- Payment for horse therapy sessions will be invoiced and sent out via Xero email prior to the beginning of the sessions.
- Therapy sessions must be paid for in full by the invoice due date (approximately 14 days from the invoice being raised). However, we are aware that funding payments may not be available within the 14-day period, and we are flexible with this if we are advised prior to the invoice due date.
- If payment is not received by the due date, a reminder notice will be sent by email to the client.
- If payment is still not received, within 7 days, after the reminder notice, a client's booking may be cancelled, and the session space may be offered to someone else.
- If a therapy client cancels their sessions during the term a refund may not be given. This is at the discretion of Trinity Valley management.
- Therapy sessions will not run on very wet or very windy days. Trinity Valley will cancel on the day in these instances via text/email. The cancelled session will be rolled over to the following week/fortnight. If a client is unsure about the weather on their session day, they should contact Trinity Valley to enquire.
- Trinity Valley requires a minimum of 24 hours' notice for absences due to illness or absence. A roll over session and/or refund will not be offered in these instances.
- If a therapy client is sick on a long-term basis, Trinity Valley will endeavor to accommodate their remaining sessions at another time*.
- In the event that a client is unable to get to Trinity Valley for their session due to road closures or unprecedented weather cycles, the session will be rolled over to the following week/fortnight.

* At the discretion of Trinity Valley Management
'We/our' refers to Trinity Vall