

Sirona Terms & Conditions

1. **Liability:** Activities at Sirona take place with horses and other animals which by their very nature carry some risk. Sirona makes every effort to minimise risk to participants and instructs them in the safe negotiation of such risks as may remain.

Consequently, the participant acknowledges that there are circumstances in which an accident could befall a client without Sirona being at fault and accepts that they are taking part at Sirona at their own risk. a) Sirona only accepts liability for physical injury to a participant that is shown to result from negligence on the part of Sirona. b) The participant acknowledges that other loss, damage and expense (including, without limitation, loss of money, loss or damage to clothes and possessions, losses arising on the cancellation of a booking and the expense of delay) however arising is not the responsibility of Sirona and that Sirona's liability is limited accordingly.
2. **Confidentiality and Privacy Policy:** all confidential information is kept safe and secure and absolute confidentiality will be maintained in respect of your data. Sirona keeps an electronic data base and follows correct GDPR data protection procedures. Sirona CIO shall not disclose any Confidential Information to other parties except in the proper performance of duties, or unless ordered to do so by a court of competent jurisdiction. Sirona will use your information only in order to perform its duties and keep your information only for as long as is necessary in order to carry out its duties. Our privacy policy is available on our website www.sironaequine.org.uk or on request. I confirm that I give consent to share this information with Sirona.
3. **Insurance:** Sirona is covered to a level of £10,000,000 for Public Liability. The participant is strongly advised to take out personal accident/insurance to cover the risks ordinarily covered by such policies, including personal injury, loss of belongings and money and cancellation.
4. **Number of sessions:** a minimum of 12 sessions is required as our work is relationship based and this takes time to build (we can sometimes offer shorter blocks or one-off sessions if appropriate - please enquire about this). For Equine/Animal-Assisted Therapy sessions the work will normally be for a longer timeframe for this reason; at least 18 sessions and often longer. The OCN Level 1 in Animal Care course is a minimum of 18 sessions or a full academic year (39 sessions) depending on which level is undertaken.
5. **Payment terms:** We require payment ***at the time of offering a participant a place at Sirona and before they start their sessions.*** A minimum of 12 sessions is required; for new participants we invoice in two blocks of 6 - and so payment of only 6 sessions is due if the participant does not engage/continue at Sirona after the initial 6 sessions. For participants continuing at Sirona invoices will be issued in advance of following blocks of sessions on a termly basis - and payment will be required before they continue. Payment can be made by BACS, cheque, cash or card payment. For the Level 1 Animal Care Course payment is invoiced together with the OCN enrolment fees. Session fees are non-refundable in the case of you cancelling a session.

6. Cancellation: we reserve the right to cancel a session due to weather or other unforeseeable events (for which there will be no charge - unless we can offer an alternative space) and will give you as much notice as possible when taking holidays and in the event of illness.
7. If you decide to end the sessions at Sirona prior to the agreed date you agree to give notice of a minimum of two sessions so that we might reflect on the work and close mindfully (our payment terms remain in place).
8. Reports and Evaluation: Sirona keeps written case notes after each session outlining the progress towards the set targets agreed by the referrer and participant in the referral application form. These can be supplied to referrers on request (no charge). In addition, Sirona provides reports either half-termly or termly as requested (at an additional fee). We also follow an externally validated evaluation procedure with pre and post session evaluation and qualitative feedback, in line with our co-production, child centred approach, which is supplied alongside termly reports. Sirona will attend 1 half-termly meeting with referrers by zoom/teams and weekly telephone or email updates at no charge as requested. Additional or offsite meetings will be charged as outlined in our fees document. Alternatively, multi-agency meetings can be held at Sirona by arrangement when possible, and are charged accordingly.
9. At Sirona it is our intention to hold your sessions with respect, integrity & in confidence. We are registered with and work to the HEIR Code of Ethics and we work to our Code of Ethics and follow all relevant guidance of our relevant registered bodies, i.e BACP/UKCP/NCPS/HCPC/BHS. As part of our practice we also attend regular supervision and CPD/training.
10. Sirona strongly recommends that all participants have up to date tetanus protection. In addition, by signing this agreement you agree to Sirona staff providing basic 1st aid if required. (Sirona is unable to administer/store any medication for participants – if a participant requires medication during a Sirona session a carer/support worker will be required to remain on site to administer this).