



Terms of Business

Payment of fees:

1. Herd Thyme takes bookings for sessions in term blocks and will invoice for the number of sessions in each term at the start of each term in advance. Invoices should be paid within 28 days. Herd Thyme will strictly charge a late fee of 10% of the total invoice on unpaid fees after 28 days.
2. In the event of an invoice remaining unpaid at the end of a term Herd Thyme reserves the right to stop further sessions until the invoice has been paid.
3. 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 referred individual 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 referred individual and in this case we will then refund the cost of those sessions.
4. In the event of a cancellation of a session by Herd Thyme a full refund or credit for another session will be given.
5. In the event of an Act of God (natural disaster, pandemic, inclement weather - heavy snow/hurricane etc) and where Police/authorities have issued travel advisories for people not to travel we reserve the right to cancel sessions no refund will be given.

Confidentiality:

1. Herd Thyme 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, videos or images are shared or used for media purposes.

2. Confidentiality will be maintained for all of our referred individuals according to our policy and code of conduct.

What you can expect from Herd Thyme:

1. All activities will be risk assessed and facilitators hold liability insurance, DBS checks and first aid.
2. Herd Thyme is committed to safeguarding all of our referred individuals and therefore our facilitators and volunteers will attend safeguarding training and will be aware of procedure in the event of any concerns.
3. Herd Thyme policies and procedures are available to be viewed at all times by any referrer or referred individual.
4. Herd Thyme will assess the needs of each referred individual and deliver an individualised course or session to meet those needs, working towards clear aims and objectives.
5. Where requested Herd Thyme will write a report to the referrer outlining progress during the sessions which will be sent out at the end of the terms 2, 4 and 6 or on completion of sessions. If additional reports are required we charge a fee of £45 per hour (pro rata dependent on facilitator time taken to complete the report). Herd Thyme 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 objectives once sessions have been completed, or to ensure consistency in approach and multi agency working.
6. Herd Thyme would be happy to attend any multi agency meeting where appropriate to feedback on progress and to share any learning.
7. Herd Thyme will work with and support staff or family who are involved with referred individuals and involve them in sessions if needed and where appropriate.
8. Herd Thyme has a zero tolerance policy for bullying of referred individuals or staff. Herd Thyme reserves the right to cancel sessions should this occur and where no resolution can be found. No refund given.

Responsibilities of the referrer:

1. The referrer will complete and sign a proposal for Equine Assisted Learning outlining source of funding and appropriate background information. Initial aims and objectives should be identified prior to sessions commencing. The referrer will provide Herd Thyme with EHCP documentation where appropriate.
2. The referrer will offer some follow up after sessions with the referred individual. This is to enable the referred individual to be able to share their sessions and reflect on any learning.

Complaints procedure:

1. In the event of the referrer being unhappy with any aspect of the service provided by Herd Thyme the facilitator should be contacted for an informal discussion and review to resolve 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 Herd Thyme's administrator and supporting/relevant staff at meetings or more urgently as required.

Addendum: Coronavirus:

Coronavirus Policy:

All referred individuals 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:

In the event of a session cancellation due to Coronavirus symptoms or need for self isolation by either the referred individuals or facilitator at Herd Thyme a refund will not be given. Please note in the case of any other cancellations by Herd Thyme that are not due to coronavirus a refund will be given.