

## **Terms and Conditions of Oak Tree Animals' Charity**

The terms and conditions are in effect as soon as you sign up for any animal experience offered by Oak Tree Animals' Charity.

### **1. Booking**

Bookings can be made through the Oak Tree Animals' Charity website, or by telephone (unless otherwise stated).

Payment must be made at the time of booking. Payment options are via credit and debit card only. Payment indicates you have read, understood and agree to these terms and conditions.

After booking you will receive a confirmation and attendance information via email.

Experience day places are limited and issued on a first come first serve basis. Once the event is full, no more places will be sold.

Oak Tree Animals' Charity may refuse experience participation to anyone without having to give a reason.

### **2. Payment**

When signing-up for any services provided by Oak Tree Animals' Charity, payment is expected immediately and always in advance of any event. If payment is not made, Oak Tree Animals' Charity reserves the right to refuse participation in the event requested.

Fees and prices are subject to change without notice. Price at time of booking applies.

All events must be prepaid. No admittance will be allowed unless the course fee has been paid in full.

### **3. Cancellation policy**

- Under the Consumer Rights Act you may cancel your purchase within a period of 14 working days beginning the moment you place your order. However, there is no right of cancellation where the event begins within this 14 day period.
- There will be no right to cancel or receive a refund for any service following the 14 days after making the order.
- Cancellations must be made by telephone during working hours (10.00am to 4.00pm) or by email. Cancellations made in advance of 14 days are subject to a £5 administration fee.
- Should the event be cancelled or postponed by Oak Tree Animals' Charity either a full refund or a place on a similar future event will be offered.
- Places on Oak Tree events are otherwise not transferrable.

#### 4. Participants

- Please ensure you have read and understood the **Code of Conduct** for participants. Parents should ensure that their children understand what is expected of them during their visit.
- Parents of children aged 8 or under should remain on site. They are welcome to attend the experience with their child.
- All participants should wear weather appropriate clothing and shoes, or boots with closed toes.
- Parents should advise Oak Tree in advance of any medical or mobility concerns relating to their child.
- Any accidents or issues involving any participant must be reported immediately to a member of staff.
- Cars are parked at their owner's risk. We do not accept any responsibility for theft or damage to cars or property whilst on site.
- Pre-registration documentation (participant details and photograph permission) must be completed and submitted prior to the event, and Code of conduct read.

#### 5. Liability and insurance

- Parents of children age 8 and under must remain on site.
- The participation in any animal experience offered by Oak Tree Animals' Charity is at your own risk which means the insurance lies with the participant/s themselves. The participant is fully liable for any damages/harm done by either themselves, or the people that came with them.
- Oak Tree Animals' Charity takes all reasonable precautions within the structure of our experience days and workshops to avoid injury resulting from interaction with our animals. However, Oak Tree Animals' Charity accepts no responsibility for damage or injury resulting from an individual's wilful disregard of instructions to wear protective clothing or to cease dangerous behaviour.
- All participants understand that animals may act unpredictably and they must adhere to all safety instructions given by staff members.
- All instances of accident or injury must be reported to a member of staff immediately.

## 6. GDPR

- The information on your booking form will only be used as a record of you, and to contact you in relation to Oak Tree activities and will not be passed on to any third parties.
- We produce a monthly email 'E-News' which we would encourage you to opt in to receiving to find out about future training and events at Oak Tree Animals' Charity. There is also the option to receive a hard copy of our newsletter if you would prefer. Please ensure you complete the 'opt in' section of your registration to let us know your preferences. If in the future you wish to update your preferences or do not wish to receive further contact from us, please email [fundraising@oaktreeanimals.org.uk](mailto:fundraising@oaktreeanimals.org.uk).

## 7. Pictures and videos

Oak Tree Animals' Charity reserves the right to take pictures and videos during an event/service. Every participant herewith agrees for these to be published on the website, social media or written form. All such photographs and videos etc. are the property of Oak Tree Animals' Charity. Participants are not allowed to take pictures, videos, etc. without the consent of the other participants and Oak Tree Animals' Charity. Participants are NOT allowed to publish any pictures, videos, voice recordings, text, information gained in any way.

If you do not want to be filmed or photographed (or do not wish for your child to be filmed or photographed), please indicate this on the Photograph Consent Form / section of your registration.

## 8. General

These Terms and Conditions have been authored to assist our clients in getting the most they can animal experiences with Oak Tree Animals' Charity.

Our terms and conditions may change over time. The terms and conditions apply at time of booking. Revised terms and conditions apply to subsequent bookings.

## **Oak Tree Animals' Charity Equine Experience Days Code of Conduct**

To ensure the safety of the animals, visitors and staff at Oak Tree Animals' Charity, it is important for all visitors to follow the health and safety guidance:

- All children under the age of 18 must wear riding helmets when handling equines. This includes, leading, grooming or stroking an equine that is not behind a barrier.
- People over the age of 18 must wear riding helmets when leading horses.
- All visitors must wear appropriate footwear, i.e. closed toe boots which are suitable for working outside across a range of terrains.
- Children under the age of 8 years old must be accompanied by a parent or guardian who remains onsite for the duration of the stay.
- For children over the age of 8 years old, it is advised that a parent or guardian stays onsite or within the local area in case of the instance of an emergency.
- When on the yard it is important to walk and not run and keep voices down so not to scare the animals.
- It is important to follow instructions given by staff or volunteers as these are for everyone's safety. Disregard of, or unwillingness to follow, instructions may result in visitors/participants being asked to leave.
- Physical or verbal abuse towards staff, volunteers, equines or other animals will not be tolerated and may result in the individual being asked to leave.
- It is important for visitors to understand the nature of equines and the risks involved with being around them.
- Taking turns with handling equines may be required. Due to the nature of a rehoming centre, there are not always large numbers of suitable horses for experience days, as a result visitors/participants may be asked to take turns to ensure safety and prevent equines from being overcrowded.
- Priority is always give to equine welfare and the safety of the people around them.
- In the unlikely event that a participant is asked to leave, they will not be entitled to a refund.