



Terms and Conditions of Services

(As of 1st Nov 2019)

1. Safety

- In order to conduct a session there must be a safe area available for use. A safe area could be an arena, round yard or paddock as long as it is free from potential hazards such as hard rubbish or loose wire and has a reasonable working surface.

2. Payment, Invoicing & Additional Fees

- Payments for Initial sessions for all services must be paid in full with cash on the day of the service. A tax receipt can be emailed to the client if required.
- Payment for subsequent sessions can be done through bank transfer if preferred. An invoice for services and tax receipt after payment can be emailed to the client if required.
- Invoices must be paid in full within three days of the date of issue to avoid any additional fees.

3. Cancellations

- No cancellation fees will be charged if a client cancels a session up until two hours before the session is scheduled to start, although at least 24 hours notice is preferred.
- If a cancellation is made within two hours of the scheduled start time, a cancellation fee of 50% of the session fee (including travel charges) may be invoiced to the client.
- For the safety of clients and their horses, sessions may be cancelled in the event of severe weather forecasts at the discretion of N.A.T. Such forecasts include thunder and lightning, intense rainfall, hail, winds exceeding 45km/h or temperatures exceeding 36 degrees. These cancellations will be made the day before the session on discussion with the client.
- Sessions may be cancelled in the event of N.A.T personal illness or extreme personal circumstances. As much notice as possible will be given to the client and rescheduling will be made a priority.

4. Scheduled Session Times

- Upon scheduling an appointment a time and your address will be confirmed, this allows us to effectively schedule appointments and times for other clients. If we do not receive an address from you 24 hours before your scheduled appointment, your appointment will be cancelled.
- A confirmation of the appointment will be messaged to the client 1-2 days before, to confirm attendance. If no answer is given by the client by the day before, it will be assumed that the appointment is cancelled. In this case the client is to contact N.A.T to reschedule.



- Once we have confirmed the time for your session you can expect N.A.T will arrive on time - usually 5 minutes prior to the start time. If for an unforeseen reason N.A.T is running late (eg. delays on the road) you will receive a text message to let you know.

Terms and Conditions of Services (cont)

(As of 1st Nov 2019)

- If you are running late please let N.A.T know via text message. Please note that the if you are late it impacts on other clients; so it's best if you are on time.
- It is preferred that you have your horse caught and brought to the working area prior to the session start time. Please let N.A.T know prior to the session if you are unable to catch your horse.