



## **Society of Master Saddlers'**

### **Terms and Conditions of Booking Courses, Modules and Assessments**

We want your booking with us to run as smoothly as possible. In order to provide a great level of service to all of our clients and delegates, we have some terms and conditions that you will need to agree to when booking. These terms and conditions offer a level of protection to both you and our business. Please make yourself fully aware of the conditions included in this document.

#### **How to Book**

Please ensure you have read, understood and accepted the Terms and Conditions of Booking before you submit a booking. By placing a booking you will be deemed to have read, understood and accepted them, therefore entering into a contract.

Once we have received your application and you have accepted our invitation to join a course / module / assessment, your booking is then classed as a confirmed booking and the terms and conditions below apply and you are entering into a contract with us.

Although your booking will be classed as confirmed on receipt of your acceptance of a place on the course / module / assessment, your space will be provisional until payment has been received.

Cancellation charges apply should you decide to cancel, whether or not payment has been received. All fees become non-transferable, non-cancellable or non-refundable when there are 14 days or less to the date of the event, unless we can fill your place with an alternative delegate / candidate. Where a non-refundable deposit has been charged this forms part of the cancellation fee. See separate conditions for Qualification training courses.

#### **Cancellation - Face to Face Courses – one or two day courses, modules or assessments**

Whether or not course / assessment fees have been paid, cancellation fees will apply once the booking has been processed.

- Cancellations within 14 days or less of the start date will be charged the full fee unless we can fill your place with an alternative delegate / candidate.
- Cancellations within 14 days or less of the start date where an alternative delegate / candidate has filled the place will incur a non-refundable, non-transferable charge of 10% of the fee with the remainder being refunded.
- Cancellations more than 14 days in advance of the start date will incur a non-refundable, non-transferable charge of 10% of the fee with the remainder being refunded.
- No transfer of any fee will be made for a future course or assessment.

No shows on the day without any notice will be classed as cancelling on the day and no refund or transfer of the fee will apply.

Once an invoice has been raised and sent, this will become payable under all circumstances. To ensure a consistent service is provided to all, this is non-negotiable.

### **Cancellation - Online Courses**

Whether or not course fees have been paid, cancellation fees will apply once the booking has been processed.

- Cancellations within 24 hours or less of the course start date will be charged the full course fee.
- Cancellations more than 24 hours in advance of the course will incur a 10% or £15 cancellation charge, whichever is the greater, with the remainder being refunded.
- No transfer of any fee will be made for a future course.

No shows on the day without any notice will be classed as cancelling on the day. To ensure a consistent service is provided to all, this is non-negotiable.

### **Cancellation – Saddle or Bridle Fitting Introductory and Qualification Training Courses**

Whether or not course fees have been paid, cancellation fees will apply once the booking has been processed.

- Cancellations made after the final payment date advised when the invoice is issued will be charged the full course fee unless we can fill your place with an alternative delegate.
- Cancellations made after the final payment date where an alternative delegate has filled the place will incur a non-refundable, non-transferable charge of 10% of the course fee with the remainder being refunded, less the portion of the course fee payable to access the online theory training and Moodle platform if access has been given.
- Cancellations made before the final payment date will incur a non-refundable, non-transferable charge of 10% of the course fee with the remainder being refunded, less the portion of the course fee payable to access the online theory training and Moodle platform if access has been given.
- No transfer of any fee will be made for a future course.

No shows on the day without any notice will be classed as cancelling on the day and no refund or transfer of the fee will apply.

Once an invoice has been raised and sent, this will become payable under all circumstances. To ensure a consistent service is provided to all, this is non-negotiable unless under exceptional circumstances.

## **Cancellation - Free Webinars**

Webinars can be cancelled at any time. Attendance is not necessary and access to a recording may be available for active bookings.

## **Methods of Payment**

Payment of fees must be made in advance and should be made within in the terms of the invoice.

Payment can be made by sterling cheque payable to The Society of Master Saddlers, by credit/debit card via the 'pay now' facility on the invoice or by bank transfer. Please refer to your invoice for payment methods. Please note we cannot accept any cheques with foreign currency.

**All invoices are due for payment at the terms listed on the invoice.** Late payments may result in forfeiting your space(s) on the course or assessment. Invoices will be sent a minimum of 14 days before the start date where a booking has been made in that time frame. If payment cannot be made within this timescale you must contact us in writing to let us know.

Where an invoice becomes substantially late, we reserve the right to pass your account to a debt collection agency. When we do this, the agency will add fees and charges to the invoice which will become your responsibility to pay.

## **VAT**

VAT AT 20% is applicable to all fees at the standard rate.

## **Delegate Substitution**

It is possible to substitute an alternative delegate on any place booked at no additional cost, subject to them fulfilling the criteria set out for the course on which the original delegate is booked.

## **Course Content and Programme Schedule**

The Society of Master Saddlers reserves the right to alter the advertised schedule of courses, which may include cancellation of a course.

All advertised programmes require a minimum number of bookings to be placed on each course. Where this number is not reached, we may choose to cancel the course. Where The Society of Master Saddlers cancels a course, individuals with confirmed bookings on that course will be offered alternative dates. If none can be provided or any alternative date offered is unsuitable then a full refund will be given. If we need to cancel a course/change venue then 14 days' notice will be provided unless Government or Equine Disease Control restrictions prevent 14 days' notice being given.

The Society of Master Saddlers reserves the right to alter or amend the advertised content of any course without notice in order to continuously provide a high quality service or due to circumstances beyond our control.

The Society of Master Saddlers will not be liable for any losses or expenses, including consequential, arising from any such alterations or amendments to the programme content and schedule including cancellation.

### **Acceptable Use of Facilities**

In placing a booking you agree to abide by The Society of Master Saddlers' Acceptable Use Policy relating to the use of facilities provided by the SMS. This policy requires the following:

- None of The Society of Master Saddlers' facilities or venues may be used to locate, display or transmit any material which is illegal or offensive,
- No software may be downloaded or installed on any of The Society of Master Saddlers' computing equipment unless under the explicit direction of The Society of Master Saddlers' Trainer,
- No data may be imported which has not been checked for viruses and which is not under the explicit direction of The Society of Master Saddlers' Trainer

### **Smoking**

The Society of Master Saddlers' premises and venues are non-smoking and all delegates are required to adhere to this policy.

### **Exclusion**

The Society of Master Saddlers reserves the right to refuse access to its facilities, premises and venues where there is reason to believe that a delegate is in breach of these conditions or where a delegate uses threatening, bullying, harassing or disruptive behaviour. The Society of Master Saddlers will not be liable for any losses or expense (including course / assessment fees and consequential damages) incurred by a delegate arising from such an exclusion.

### **Digital and Online Training Facilities**

The Society of Master Saddlers may provide access to our online training platforms or webinars in order for delegates to attend an online training course.

Charges for online training are per delegate and not per connection. Where we suspect more than one person is using a connection to our digital services or webinar, we reserve the right to terminate and block the connection without refund.

It is the delegate's responsibility to check that they have the appropriate equipment and connectivity prior to joining an online course / webinar and to cancel within the required timescales where these cannot be met.

The Society of Master Saddlers will not be responsible for failures to connect due to software or hardware requirements not being met, internet drop-outs or failures, issues with firewalls or being unable to download the required software due to internal security policies.

### **Free Webinars and Other Online Services Offered Free of Charge**

The Society of Master Saddlers will from time to time offer some online and digital services free of charge.

Where this is the case we use an email marketing list programme to collect and manage registrations including sending joining instructions. This data may also be added to our main marketing list and used to send further communications after the event where we think the delegate will be interested in the content. Information can be unsubscribed at any time.

### **IMPORTANT: Acceptable use of SMS logo or wording connected to course attendance**

The Society's logo is a registered trade mark and as such may only be displayed by persons authorised to do so by the SMS. Attendance of a course or assessment run by the SMS does not qualify a delegate to display the logo. Delegates are also not permitted to use the term 'Certified / Trained by the Society of Master Saddlers' or any version thereof. When stating that a delegate has attended a course run by the SMS the full title of the course must be included to show the level of training received. Introductory fitting courses do not lead to a qualification and delegates must not therefore imply such. A 'Confirmation of Attendance' will be sent to all delegates for CPD purposes.

These terms and conditions were last updated on the 25<sup>th</sup> October 2022