



## Society of Master Saddlers' Training Courses

### Terms and Conditions of Booking courses, assessments and modules

The Terms and Conditions set out below and our Privacy Policy together constitute an agreement between you and The Society of Master Saddlers relating to the provision of training courses and assessments. **When you make a booking with The Society of Master Saddlers, you agree to our payment terms** – we do not accept any other payment terms.

Within these terms:

- We refer to The Society of Master Saddlers as The SMS, SMS, We, Us, Our etc.
- We refer to the person placing the booking and attending the course or assessment as the attendee, you, your or they.

#### 1. Acceptance of Bookings:

- a. Our Moodle training website ([mastersaddlers-training.co.uk](http://mastersaddlers-training.co.uk)) guides you through the booking process for our fitting courses. All course details can be reviewed before completing the booking, so please take the time to read through all course information before completing the booking.
- b. The Society of Master Saddlers uses Moodle for delivery of Theory components for all fitting courses. A log-in account needs to be created to book any course.
- c. Bookings for member Modules or Flocking or Skill Assessments are made direct with SMS head office at [enquiries@mastersaddlers.co.uk](mailto:enquiries@mastersaddlers.co.uk).
- d. All bookings are subject to availability and review and we reserve the right to right reject a booking. If we do not accept your booking, we will inform you by email as soon as possible.
- e. Once a booking has been made for a training course, you will receive a confirmation email and immediate access to the theory content for that course.
- f. All course venue details are contained within the Moodle site and will be updated accordingly with venue details if they are subject to change.
- g. All application details will be collected as part of the course you have signed up to complete and this is a requirement prior to theory information being released.
- h. All courses contain a "How-to guide" within the course page and guidance can be sought via [Training@mastersaddlers.co.uk](mailto:Training@mastersaddlers.co.uk). Please submit screen shots with any help requests.
- i. The Society of Master Saddlers reserves the right to alter the advertised schedule of courses, which may include cancellation of a course. Whereby a course has to be cancelled by the SMS, an alternative course date will be provided or upon request a full refund, less any theory costs.

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## 2. Payment & Invoices:

- a. Payment for all courses are due 6 weeks prior to the practical element of the course.
- b. At the time of booking you can select whether to pay by card or PayPal credit scheme.
- c. The price featured for any course is the fee per person. Attendees are not permitted to share course content with any other parties. All SMS content is subject to copyright.
- d. VAT is applicable to all fees at the standard rate for all hybrid courses and for your country of residence for Theory only courses.

## 3. Cancellation & Transfers:

- a. If the attendee can no longer attend a course or assessment date, the attendee can be transferred to attend the same course or assessment at an alternative date, if we are advised more than 30 days within writing. Transfer requests made within 30 days of the course date are not accepted unless there are exceptional personal circumstances – Requests must be put in writing and The SMS will assess the request and advise. All written requests in regard to transfer of fitting courses or assessments must be made to [Training@mastersaddlers.co.uk](mailto:Training@mastersaddlers.co.uk). Written requests in regard to member Modules or Flocking or Saddlery Skills Assessments must be made to [ceo@mastersaddlers.co.uk](mailto:ceo@mastersaddlers.co.uk)
- b. Cancellation requests made within 30 days of the course date will be subject to review by The Society of Master Saddlers and if the space can be filled, a refund may be given, less the portion of the course fee payable to access the online Moodle training and will incur a non-refundable, non-transferable charge of 10% of the course fee.
- c. Cancellation requests made with over 30 days until the course 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 any online Moodle training.
- d. All cancellation requests for fitting courses must be made in writing by email to [Training@mastersaddlers.co.uk](mailto:Training@mastersaddlers.co.uk) prior to the course date or for member modules, Flocking or Saddlery Skill Assessments to [ceo@mastersaddlers.co.uk](mailto:ceo@mastersaddlers.co.uk)
- e. 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.
- f. 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

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then 14 days' notice will be provided unless Government or Equine Disease Control restrictions prevent 14 days' notice being given.

- g. 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.

4. Terms for the Practical Component of any Course or Module:

- a. Joining instructions are provided within the Moodle course page for the practical portion of a fitting course at the time of booking. Should you not be able to see the venue information, please email [Training@mastersaddlers.co.uk](mailto:Training@mastersaddlers.co.uk).
- b. Venues for the practical component of the courses will be confirmed by the time of booking, on a rare occasion the venue may change details. If the venues are subject to any changes, this will be completed at least 2 weeks before the course date and an email notification will be sent out.
- c. **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:
  - i. 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,
  - ii. 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,
  - iii. 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
  - iv. The Society of Master Saddlers' premises and venues are non-smoking and all delegates are required to adhere to this policy.
  - v. 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 fees and consequential damages) incurred by a delegate arising from such an exclusion.

5. Theory Only Course Terms:

- a. All theory only courses are subject to Term 1 – Acceptance of Booking, therefore upon payment which is due at the time of booking any other terms become void due to the Instant access to Theory Content, therefore there will be no refunds or transfers available.
- b. Our online courses are self-paced study delivered via Moodle platform.

6. Terms for Live Components of any Course or Module:
  - a. 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.
  - b. 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.
  
7. 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 Course, Module or Assessment Attendance:
  - a. By paying the course or module fee or by attending any non-fee paying event participants of SMS training courses, events, modules and assessments accept and shall be subject to the following:
    - i. With the exception of death or personal injury caused by our negligence during a course, The Society of Master Saddlers, its employees, servants, agents and consultants will not be liable for any injury to any person or persons arising from or in connection with the course or the Participant's attendance.
    - ii. The Society of Master Saddlers, its employees, servants, agents and consultants shall not under any circumstances be liable for any other loss or damage, for any loss of profit or any indirect special or consequential loss, costs, expenses or other claims for compensation whatsoever to or suffered by the Participant or the Principal and / or their business arising from or in connection with the course or the Participant's attendance, howsoever caused.
    - iii. The Participant and the Principal severally undertake to indemnify The Society of Master Saddlers against any claim of any kind by any person and against any loss or damage which may arise in any way whatsoever from or in connection with the Participant's attendance at the course and to pay to The Society of Master the amount of any claim as aforesaid which is made against any employee, servant, agent or consultant of The Society of Master Saddlers.
    - iv. In accepting this offer of training, participants acknowledge that The Society of Master Saddlers does not warrant the success or otherwise of the Participant or their business and further that responsibility for the business and any services supplied by the participant or their business lies with the participant alone.
    - v. It is the responsibility of the participant to ensure that they have adequate insurance in place to carry out any procedures in relation to their business or work as a saddler or saddlery fitter.
  - b. software due to internal security policies.

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**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 reviewed and updated on the 22<sup>nd</sup> April 2024.