

**Broadlands Group Riding for the Disabled**

# Client Enrolment Policy (Individual)

1. **Purpose of this Policy**

This policy sets out the criteria for client admission to Broadlands RDA programmes where the individual client is self-funded.

Broadlands Group RDA are moving to a more formal commitment for sessions commissioned by our clients and/or their carers so that:

* + - We maximise the availability of all sessions for existing and new clients and avoid last minute no-shows.
    - Clients and Broadlands RDA enter into a commitment, one to receive services, and the other to make those services available reliably and regularly.
    - We can have certainty of income from contributions/donations.

This policy sets out how this will work.

1. **Client Eligibility Criteria**

Broadlands RDA welcomes clients who meet the following criteria:

* 1. Minimum age 5 years for RDA (Hippotherapy 18 months)
  2. Maximum age on a weekend 16 years
  3. Maximum weight (riding) 70kg/10.5 Stone
  4. Live/reside within a 30-mile radius of Broadlands RDA
  5. Undergo and pass a qualification assessment by Broadlands RDA coaches.

1. **Client Commitment**

Our sessions are run weekly throughout the year, with the exception of a two-week break aligning with the Hampshire County Council school Christmas break. These weekly sessions enable clients to gain consistent benefit, and to make progress in developing their equine handling skills. Where we refer to terms, our terms align with the Hampshire County Council school terms as follows:

* **Autumn Term** – from the first day of the Autumn Term in September, to the last day of the Autumn Term in December.
* **Spring Term** – from the first day of the Spring Term in January to the first day of the Summer Term in June.
* **Summer Term** – from the first day of the Summer Term in June to the first day of the Autumn Term in September.

Clients wishing to enrol, or their carers, must complete an application form. This holds key contact and health information and will be used by Broadlands RDA coaches to undertake a client risk assessment to inform the most suitable and safe client activity. Once an application has been received, we will contact the client and arrange for an introduction/assessment meeting at the stables with an RDA accredited Coach.

If the client and Broadlands Group RD agree to proceed, a schedule for weekly sessions will be agreed. To maintain a place, attendance of at least 70% of the agreed scheduled per term is required. We reserve the right to terminate the session.

Clients agree to the contribution/donation structure set out in section 4.

If the client wishes to terminate their scheduled sessions, notice of 2 weeks must be provided to Broadlands RDA via email to office@broadlandsgrouprda.org.uk.

1. **Contributions/Donations for sessions**

It costs c£120,000 annually to feed, house and keep fit our ponies and equipment. The costs reflect the running costs of the centre, spread across the services we can supply. No profit is included.

As a charity we ask for a contribution/donation towards this of £30 per session, payable on receipt of invoice by bank transfer. Failure to make payment for the scheduled sessions may result in future sessions being cancelled. Repeated failure to pay may result in the termination of all scheduled sessions. See section 5.

We understand that there will be times when a client needs to cancel a scheduled session. In this event we ask this is notified by email to office@broadlandsgrouprda.org.uk, unless within 24 hours, when we request cancellation by email and telephone (01420 375767). Where more than 24 hours’ notice is given, there will be no charge, or contributions/donations paid in advance will be rolled over to a future session. Where less than 24 hours’ notice is given, the client will be charged as outlined in section 5.

A Broadlands Bursary is available to clients who are unable to afford the full fees. For details of the Broadlands Bursary, please contact: office@broadlandsgrouprda.org.uk or telephone (01420 375767).

1. **Broadlands RDA commitment**

We undertake to schedule 50 weekly sessions of up to 30 minutes to each client each year, with sessions only cancelled under the rarest conditions, usually severe adverse weather or horse illness.

In order to dissuade no show and last minute cancellations, the following terms will apply:

* 1st no show or late cancellation will be covered by the Broadlands Bursary and a 1st warning will be given that ongoing scheduled sessions may be terminated after 3 warnings.
* 2nd no show or late cancellation will be invoiced in full for the amount of the session and a 2nd warning will be given that ongoing scheduled may be terminated after 3 warnings.
* 3rd no show or late cancellation will be invoiced in full for the amount of the session and ongoing scheduled sessions for the client may be cancelled in order to offer the place to another participant.

Broadlands RDA reserves the right to terminate sessions due to client repetitive no show and late cancellations after a 3rd warning as above. The number of warnings will be reset each term.

Broadlands RDA reserves the right to terminate the scheduled sessions if it believes a client no longer meets the qualifying criteria. Broadlands RDA will provide a 1-week warning followed by notice of 1 week to the client of its intention to terminate the scheduled sessions, including the reason why they believe the client no longer qualifies.

Failure to make payment for the agreed sessions may result in future sessions being cancelled. Repeated failure to pay may result in the termination of all scheduled sessions.

Clients have the right to appeal the decision to terminate their sessions. Appeals should be made via email to office@broadlandsgrouprda.org.uk and must be submitted within 1 week of receipt of the notification to terminate.

Appeals will be reviewed by the Board of Trustees, whose decision will be final. The client will not be eligible to participate in sessions whilst the appeal is ongoing.

**6. Privacy and Data Protection**

All personal data collected in relation to client enrolment will be treated according to our Privacy

Notice and Data Protection Policy. Copies of these policies can be found at https://www.broadlandsgrouprda.org.uk/policies