

Yorkshire EC and The Hydrotherapy Hut - Terms and Conditions for Treadmill Sessions, Livery & Rehabilitation Services

Last updated: May 2025

General Agreement

By booking any service at Yorkshire EC or The Hydrotherapy Hut, you agree to comply with the terms and conditions set out below. These rules apply to all users of our water treadmill, livery services, and related treatments. If you are not the legal owner of the horse, you confirm that you have authority to accept these terms on the owner's behalf. It is the owner's responsibility to ensure all information held by YEC is accurate and up to date.

Bookings & Payment

- All therapy sessions and one-off bookings must be paid in full at the time of booking. Until payment is received, your session remains provisional.
- Livery stays require the full livery fee paid upfront as a deposit. Therapy costs must be settled on arrival.
- We accept payment via cash, BACS, or credit/debit card. All prices are subject to VAT.

Cancellation Policy & Refunds

Individual Sessions:

- Cancellations or changes must be made with at least 48 hours' notice to avoid being charged.
- Missed sessions or late cancellations will be charged in full.

Livery Stays:

- Cancellations or changes must be made at least 5 days in advance.
- Less than 5 days' notice will result in the deposit being retained.
- Shortened stays or missed sessions due to shoe loss or behaviour issues will not be refunded.

Packages & Prepaid Blocks:

- All packages must be used within 6 months of purchase.
- No refunds are given for unused treatments, though extensions may be granted at management discretion.

Yorkshire EC reserves the right to cancel or reschedule sessions due to unforeseen circumstances. In such cases, rescheduling or credit may be

offered at management discretion.

Session Expectations & Responsibilities

- Clients must arrive 10–15 minutes early.
- Legs and hooves must be clean ("vet clean" standard), and tails bandaged.
- First-time horses must wear a bridle or chifney. Bridles are used as standard.
- All horses must be safe to handle. Horses that are unsafe or unprepared may forfeit their session.
- Owner handling may be required for horses known to be tricky or unsafe.
- If additional staff, time, or equipment is required to handle your horse safely, a handling charge may be added to your invoice. You will be informed where possible beforehand.
- In the event a session is ended due to safety concerns, rebooking will only be permitted once the horse has demonstrated it can be safely handled for prep and treatment.

Shoeing & Footwear Requirements

- No road nails, studs, or spike-type fixings.
- Horses should not be worked within 5 days of shoeing unless nail heads are smoothed off by your farrier.
- Loose or missing shoes may result in cancelled sessions without refund.
- Owners are responsible for any damage caused to equipment by faulty shoeing.

Health, Illness & Behaviour

- Vaccination records must be up to date and shown on arrival.
- A health declaration is required for inpatient stays.
- Horses showing signs of illness (e.g. nasal discharge, high temperature) will not be treated.
- Horses must allow tail wrapping and leg/hoof washing. Those that do not may be refused.
- Unsafe horses may be refused service. Extra handling fees may apply.
- Please inform us in advance of any behavioural issues.
- Should sedation be deemed necessary for treatment, owners must arrange this through their own vet. Please inform us in advance if sedation will be required.

Risks & Veterinary Guidance

- Therapies aim to support wellbeing, not replace veterinary care.
- We make no guarantees of outcomes and advise regular participation for best results.
- Treatments are not cures and should be considered complementary.
- The Veterinary Surgeons Act 1966 (amended 1996) states only vets may diagnose. Please consult your vet for medical decisions.

Privacy & Media

- Client information is securely stored and never shared.
- CCTV is in operation for safety.
- We may take photos/videos for records, staff training, or marketing.
 - If you prefer your horse remains anonymous, please inform us.
 - If you do not want any media shared online, please notify staff on the day.
 - We will never share personal details without permission.

Disclaimer & Liability

- All treatments are carried out at the owner's risk.
- We accept no liability for injury, loss, or damage to horses, owners, or belongings.
- Staff may terminate a session at any time for safety reasons.

Force Majeure

Yorkshire EC is not liable for cancellation or disruption caused by events beyond our control, such as severe weather, power outages, staff illness, or government restrictions.

Amendments

Yorkshire EC reserves the right to amend these Terms & Conditions at any time without prior notice. The version published on our website will always be the current and binding version.

If you have any questions about these Terms & Conditions, please contact us before booking.