

## **Keyflow Bridging the Gap Training Series 2021 Terms and Conditions**

The 2021 Keyflow Bridging the Gap Training Series (BTG) is sponsored by Keyflow Feeds Ltd, and organized by Gill Watson and Lizzel Winter (the Organisers). All aspects of the training including bookings, payments, refunds etc will be handled directly by the Organisers and in no way involves Keyflow Feeds Ltd. Enquiries regarding any aspect of the BTG Series, including training dates and bookings should therefore be made directly with the Organisers and not with the training venue or members of the Keyflow Team. In booking a Bridging the Gap training session you agree to the following Terms and Conditions.

### **1. BOOKINGS**

1.1 By completing a booking on a training day you agree that your booking information and contact details, including emergency contact details, will be shared with the trainer/coach/venue and relevant BTG and Keyflow Feeds staff when required.

1.2 Once a course is full or the closing date has passed, a waiting list of people who have registered interest will be held by the Organisers. If a space becomes available this will be offered to a suitable replacement on the list on a first-come, first-served basis.

1.3 The Organisers will make all reasonable effort to accommodate any special requests made, but cannot guarantee that any such requests will be met.

1.4 Your details will be used to communicate confirmation of booking and course updates but will not be passed on to any third party or other companies, other than as set out above.

1.5 By completing the booking onto a training day, you agree to Keyflow Feeds sending you a short customer satisfaction survey relating to the BTG training.

### **2. CANCELLATIONS AND REFUNDS**

The following refund policy stands for bookings which are cancelled:

2.1 For one day courses there is a minimum 7 days cancellation period. If an attendee cancels more than seven calendar days before training, they will receive a full refund.

2.3 If an attendee cancels less than seven days before the training date, but the place is filled with another rider, they will receive a refund minus a £5 administration fee.

The Organisers reserve the right to:

2.5 Cancel a training course. If the course is cancelled, the attendees will be advised as

early as possible and an alternative date, where possible, will be offered. If the alternative date is not suitable for the attendee a full refund will be issued via the method that the original payment was made.

2.6 Make changes to the coach, venue or format of a training course. In the event of such a change, attendees will be contacted at the earliest opportunity. If an attendee is unhappy with the advised change and wishes to cancel within the advised time period, they will be entitled to a full refund.

2.7 If the reason for a cancellation is beyond the Organisers control and is on the day of the course, they will make every endeavor to contact attendees at the earliest possible opportunity, and will organize an alternative date.

2.8 The Organisers will not be held responsible for any financial loss incurred by the attendees as a result of any cancellation.

### **3. COVID-19 GUIDELINES (\*subject to change)**

We will need to keep contact details of those attending in order to comply with the Government Track and Trace protocol. You may need to provide the contact details for anyone attending with you on the day.

You may be accompanied by one other person, plus an additional person for each additional horse you bring.

Please comply with venue Covid guidelines, which may include wearing a mask in indoor and enclosed areas and in any situation where social distancing cannot safely be maintained

Please DO NOT attend should you, or anyone in your household be suffering from any symptoms or have tested positive for Covid-19, or are currently in isolation. In the event of this happening, the cancellation policy set out above will apply (2.1 – 2.4)

Please bring your own mask, gloves/hand sanitizer with you.

In the event that training dates have to be cancelled or postponed, please see 2.7

### **CONTACT DETAILS**

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