



Dreams & Wonders Wellness Centre CIC

1. Bookings & Payments

- All sessions must be **paid in full in advance** to secure your booking.
 - Where a block of sessions is booked, this is **strictly non-refundable and non-transferable under any circumstances.**
 - Block bookings are assigned to a specific client and **cannot be transferred to another individual or sibling.**
 - Unused sessions within a block will not be refunded or carried over unless agreed in exceptional circumstances at the discretion of Dreams & Wonders.
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2. Attendance & Cancellations

- A minimum of **24 hours' notice** must be provided for cancellations due to illness or emergency.
 - Cancellations made with less than 24 hours' notice, or non-attendance, **will be charged in full.**
 - Non-attendance will only be considered for exception in genuine cases of illness or emergency and is at the discretion of Dreams & Wonders.
 - Repeated cancellations or non-attendance may result in termination of services.
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3. Lateness

- If you arrive late, this time will be **deducted from your allocated session time.**
- Sessions will **not be extended** to accommodate lateness.
- If a client is significantly late, the session may be cancelled and **charged in full.**



4. Arrival, Waiting & Site Access

- Clients and carers must **remain in their vehicle or meet at the designated cabin area at their allocated time.**
- **No early arrivals** are permitted on site.
- Access to the site is strictly limited to scheduled session times only.
- This policy is in place to **protect client confidentiality, emotional safety, and session integrity.**

First Visit & Arrival Procedure

- For all new clients attending Dreams & Wonders for the first time, parents/carers must **wait at the main gate upon arrival.**
- A member of the team will **meet and collect you at your allocated session time.**
- This is to ensure safe access to the site and to provide appropriate guidance around the environment, horses, and expectations.
- Clients who have not previously attended must **not enter the yard or approach horses independently.**
- Once inducted, future visits will follow the **standard arrival and waiting policy.**
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5. Session Privacy & Therapeutic Boundaries

- Sessions are confidential and may involve **deep emotional processing and release.**
 - **No parents, carers, or additional individuals are permitted to observe or attend sessions,** unless explicitly agreed in advance.
 - This includes **no witnessing of sessions involving emotional release,** to maintain a safe and protected therapeutic environment.
 - Recording (video/audio) of any session is **strictly prohibited.**
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6. Children & Attendance

- Sessions are designed for the **individual client only**, unless part of a structured group or workshop.
- **No siblings or younger children are permitted** to attend or be present during sessions.
- Parents/carers must ensure appropriate supervision of any additional children off-site.

Parent/Carer Attendance & Involvement

- Dreams & Wonders recognises that for some children and young people, a **parent or carer may initially act as a safety net** to support engagement.
- Parent/carers attendance is therefore considered on an **individual basis and must be agreed in advance**.
- However, in order to support the **development of independence, emotional safety, and authentic engagement**, children and young people will be **encouraged to attend sessions independently wherever possible**.
- Our approach is designed to create a space where clients feel able to **fully express themselves, build trust, and explore their thoughts and emotions without external influence or pressure**.
- Where appropriate, a **gradual transition away from parent/carers presence** will be supported by the practitioner.
- Parents/carers will not be permitted to **observe or intervene in sessions**, unless this has been pre-agreed as part of a structured plan.

7. Safety, Clothing & Equipment

- All clients and visitors must wear **hard, closed-toe footwear** at all times.
- Suitable clothing must be worn for outdoor, land-based and equine activities.
- **Riding helmets are advised** but not enforced where this conflicts with sensory or individual needs.
- Dreams & Wonders reserves the right to **refuse participation** if clothing or footwear



is deemed unsafe.

8. Risk & Liability

- All activities involving horses and outdoor environments carry **inherent risks**.
 - By attending sessions, clients and carers acknowledge and accept these risks.
 - Dreams & Wonders will take all reasonable steps to ensure safety; however, participation is at the individual's own risk.
 - We accept no liability for injury, loss or damage unless caused by proven negligence.
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9. Health, Behaviour & Suitability

- Clients and carers must disclose any **relevant medical, behavioural, or additional needs** prior to sessions.
 - We reserve the right to **adapt, pause, or discontinue sessions** where it is deemed unsafe or unsuitable to continue.
 - Aggressive, unsafe, or harmful behaviour may result in **immediate termination of the session without refund**.
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10. Safeguarding & Confidentiality

- Dreams & Wonders operates under strict **safeguarding policies** in line with current legislation.
 - All information shared is treated as confidential unless there is a **legal or safeguarding obligation to share concerns**.
 - Any safeguarding concerns will be managed in accordance with our safeguarding procedures.
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11. Programme Structure & Therapeutic Approach

- Sessions are delivered using a **trauma-informed, equine-assisted and nature-based approach** as well as alternative therapeutic / holistic approaches
 - **Mental, emotional, and physical breaks may be incorporated** into sessions and programmes to support regulation, engagement, and wellbeing.
 - These breaks are an **intentional and essential part** of the programme and not considered lost session time.
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12. Weather & External Factors

- Sessions operate outdoors and may be affected by weather conditions.
 - Sessions will continue in most weather conditions unless deemed unsafe.
 - In cases of extreme weather or unforeseen circumstances, Dreams & Wonders reserves the right to **reschedule sessions**.
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13. Communication & Boundaries

- Professional boundaries must be respected at all times.
 - Communication outside of agreed channels or hours may not be responded to immediately.
 - We reserve the right to disengage from relationships where boundaries are not respected.
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14. Termination of Services

- Dreams & Wonders reserves the right to **refuse, suspend or terminate services** at any time where:



- Terms and conditions are breached
- Safety is compromised
- The service is no longer deemed suitable

15. Equine Welfare, Illness & Operational Changes

- The welfare of our horses is of utmost importance at all times.
- In the event of equine illness, injury, lameness, or infectious conditions (including but not limited to strangles), Dreams & Wonders reserves the right to:
 - Suspend, adapt, or reschedule sessions
 - Close the yard temporarily to comply with biosecurity and welfare guidance
 - Implement isolation procedures, restricting access to horses and facilities
- Where necessary, alternative horses may be used within sessions to ensure continuity of provision.
- **In some cases, sessions may be adapted to non-equine activities, including groundwork, nature-based, or therapeutic alternatives, where appropriate. These sessions will still be considered as delivered.**
- In the event of staff illness or unforeseen circumstances, Dreams & Wonders reserves the right to:
 - Provide an alternative facilitator
 - Adapt session delivery
 - Reschedule sessions where required
- No refunds will be issued where sessions are adapted due to equine welfare requirements, biosecurity measures, or staff illness.

Agreement

By booking and attending sessions with Dreams & Wonders Wellness Centre CIC, you confirm that you have read, understood, and agreed to these terms and conditions in full.

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