



Epona healing

Terms and Conditions

Business Name: Epona Healing

Practitioner: Patricia Neil-Smith, Equine Assisted Learning Practitioner

Address: Gleann Alaiinn ,835 Chittering Rd, Bullsbrook WA 6084

Contact: Phone/Text: 0468 632 669 | Email: trishandgavan@gmail.com

1. Services Provided

Epona Healing offers social and emotional learning or personal development through equine-assisted learning for individuals aged 7yrs and above. No horse riding is involved at any stage, and no prior horse experience is required. Clients will be guided through safe interactions with the animals, at their own pace, with an aim towards growing personal awareness and development.

Sessions focus on present-moment experiences and are not considered therapy. However, they are trauma-informed and can serve as a beneficial introduction to counselling if this is needed. The approach is experiential, somatic, and designed to enhance self-awareness, regulation, and personal growth.

2. Appointment and Attendance

- Sessions are strictly **90 minutes** in duration unless otherwise agreed upon.
 - Clients should arrive **early** for a prompt start.
 - Appropriate attire is required: **enclosed shoes suitable for outdoor use, comfortable clothing, and sun protection.**
 - Sessions proceed in all weather conditions **except in the event of a thunderstorm.**
 - The **7-session Horse Wisdom Program** must be paid in full before commencement, with session times agreed upon in advance.
-

3. Cancellation Policy

- **A minimum of 24 hours' notice is required for appointment cancellations.**
 - **Missed appointments or late cancellations will incur full payment.** Please consider this before booking.
 - This policy aligns with standard business practices.
-

4. Payment Terms

- Payment must be made **in full prior to the session** upon booking.
 - Accepted payment methods: **Bank transfer or cash.**
-

5. Confidentiality

- Information shared within sessions is confidential and will not be disclosed to third parties without written consent.
 - Exceptions to confidentiality include situations where:
 - There is a risk of harm to oneself or others.
 - The client is involved in a serious criminal matter.
 - As part of professional development, the practitioner engages in supervision sessions where cases may be discussed with only first names disclosed.
-

6. Property and Safety Regulations

- Clients must **respect private property**, including closing all gates, particularly the entrance gate.
 - A **20 km/h speed limit** must be observed on the driveway.
 - **Parking is behind the main shed in the designated area.**
 - Those not participating in the session should remain in their vehicle or leave and return for pickup.
 - **No interaction with animals is allowed without the practitioner or approved helpers present.**
 - Epona Healing is **not responsible for damage or loss of personal property** while on the premises.
-

7. Approach and Client Responsibility

- The work at Epona Healing is **experiential, somatic, and present-focused.**
- Clients are supported to regulate themselves, raise awareness, and engage in personal growth through reflection and self-direction.
- Clients are encouraged to take responsibility for their own development by being open to change, exploring patterns, and integrating learned skills into daily life.
- The practitioner ensures clients feel seen, heard, and respected, with boundaries honoured for both participants and horses.

Agreement

By signing below, I acknowledge that I have read, understood, and agree to abide by the Terms and Conditions of Epona Healing.

Client/Guardian Name: _____

Signature: _____

Date: _____

