



# Paddocks Farm - Terms and Conditions

1. Please complete your details clearly and print your name in the way you would like it to appear on certificates. The Exam Board will charge for amending certificates if errors are made.
2. Commitment to full payment is required at the time of booking the full course.
3. Payment methods: by cash or bank transfer or cheque made payable to Geri Rowe.
4. Places will be reserved for up to 10 working days after an agreement to participate has been made following a successful telephone/zoom interview; until a payment has been received the booking is not considered to have been completed and you will not be given access to course materials.
5. The cost of the course is inclusive of online course materials and practical days.
6. Learners will be expected to provide their own wetsuit and suitable footwear for practical sessions.
7. Learners are reminded that, when wet, you may feel cold more quickly than usual so warm clothing, a fleece, is strongly recommended.

## Cancellation and Refund Policy:

1. Cancellations of booking a course may be made at any time providing no part of the course has been made accessible to you.
2. If access has been given to the course materials no refund will be given.
3. If the booking fee has been received and you decide to cancel before access to course material is made available to you, a full refund will be made, minus £30 for administrative costs.
4. Course booking should be made after an induction telephone/zoom discussion to agree that the course is suitable for you. A full refund will be given if you book an unsuitable course.

## Entry Requirements:

- You must have sufficient experience of working with animals either in a voluntary or paid capacity.
- You must have the ability to successfully undertake a course of study at Level 3. This will usually be shown by having GCSE Grade C+ or Level 4+ i.e. a Level 2 qualification in English and Mathematics and the ability to use a computer for routine tasks such as word processing, emails and research.
- Overseas students with English not being their first language should have discussed language qualifications and their eligibility for the course.
- All learners must be aged 19 years or over.
- This course includes practical work with dogs of all sizes in water and on land. You should be physically able to complete all elements of the course within 2 years of registration.
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## Additional Information:

1. Car parking is available on site. Cars are parked at the owners' risk, and Paddocks Farm cannot be held responsible for any loss or damage to vehicles or property.
2. All course materials remain the property of Paddocks Farm and their use is restricted under copyright law.
3. Paddocks Farm has a no smoking policy in all working areas.
4. The use of photographic equipment is restricted and its use must have the permission of staff and/or the owner/client.
5. Each potential learner is responsible for ensuring that the course is suitable for their requirements. There is a description of the course online, and telephone queries are welcomed if there is any uncertainty about suitability or about the special needs of students which are not resolved with your telephone interview.
6. Paddocks Farm has a range of animals on site: dogs, cats, chickens and horses and ponies. Learners who have allergies should be aware that Paddocks Farm cannot ensure no contact with whilst on site.
7. Accommodation is available on site with a charge for either sole or shared use. This saves you the higher costs and travel to a hotel.
8. Arrangements would need to be made in advance for you to bring a dog with you on a course since you will be required to be in the pool for substantial periods of time. We do have kennel space available but cannot have dogs barking.

**Any infringement of copyright, or any incidents of plagiarism are not allowed and will be reported to the Exam Board and no refund will be given.**