



# Legal & Website Policies for Philippa Williams

<https://philippawilliams.co.uk>

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## Privacy Policy

This Privacy Policy outlines how Philippa Williams collects, uses, and protects your information in accordance with UK GDPR and the Data Protection Act 2018.

We collect personal data (such as name, email address, and health-related information) only with your consent, for the purposes of service provision, communication, and record-keeping. Your data will never be shared with third parties without your explicit consent, except where required by law (e.g. risk of harm).

You have the right to access, amend, or request deletion of your data at any time by contacting: [hello@philippawilliams.co.uk](mailto:hello@philippawilliams.co.uk).

All information is securely stored in line with legal, ethical, and professional standards.

## Accessibility Statement

Philippa Williams is committed to providing a website that is accessible to as many people as possible, regardless of ability or technology.

We aim to improve the user experience and meet accessibility standards. If you experience any difficulties accessing this website, or require information in an alternative format, please contact [hello@philippawilliams.co.uk](mailto:hello@philippawilliams.co.uk) and we will respond within five working days where possible.



## General Terms & Conditions

By using this website or booking a service, you agree to the following terms:

- All services are provided in good faith for educational, therapeutic, training, wellbeing, performance, and informational purposes only.
- Services do not replace medical diagnosis, emergency medical or veterinary care, psychiatric support, legal advice, physiotherapy, or regulated healthcare services.
- You remain responsible for your own decisions, actions, wellbeing, horse management, and implementation of any recommendations provided during or following consultations, training, or sessions.
- Outcomes cannot be guaranteed.
- Philippa Williams reserves the right to amend services, pricing, travel fees, packages, policies, availability, and website content at any time without prior notice.
- All content, resources, downloads, written materials, and intellectual property associated with this website remain protected under copyright law and may not be copied, reproduced, distributed, or used commercially without written permission.

Additional terms relating to horse and rider services, online working, clinics, travel, external venues, and functional medicine consultations are outlined below.

## Booking, Cancellation & Refund Policy

Due to the nature of personalised services, refunds are not issued once a session, consultation, clinic place, programme, or package has taken place.



Cancellations made more than 48 working hours in advance are eligible for rescheduling or a full refund where applicable.

Cancellations made less than 24 working hours in advance are non-refundable.

For bookings made outside the website (including via email or direct arrangement), payment must be completed at least 48 working hours prior to the appointment unless otherwise agreed in writing. If payment is not received by this time, the booking may be cancelled or offered elsewhere.

All packages, programmes, clinic spaces, and block bookings are non-refundable.

Times and dates for packages or programmes may not be amended once confirmed unless agreed at Philippa Williams' discretion.

Clinic days, external venues, group bookings, and travelling appointments may be subject to separate cancellation terms depending on travel, accommodation, venue hire, and organisational arrangements.

Digital downloads, written resources, and information sheets are non-refundable unless access is prevented due to a verified technical error.

## Online Working & Behaviour Policy

All online clients are responsible for ensuring they have access to:

- a stable internet connection
- a suitable device
- a private and appropriate environment for sessions

Sessions will not be extended or refunded due to late arrivals, technical difficulties, interruptions, or distractions within the client's environment.



By booking services, you agree to engage respectfully and professionally at all times.

Philippa Williams reserves the right to end or refuse sessions immediately where behaviour is considered aggressive, unsafe, inappropriate, manipulative, threatening, discriminatory, sexually inappropriate, or otherwise professionally unsuitable.

No refunds will be issued in these circumstances.

Where there are concerns relating to risk, safeguarding, safety, or welfare, Philippa Williams reserves the right to terminate sessions and, where ethically or legally appropriate, contact relevant third parties including GPs, emergency services, veterinary professionals, or safeguarding authorities.

## Horses & Riders Policy & Disclaimer

Horse and rider services are provided for educational, training, wellbeing, performance, rehabilitation, and informational purposes only.

All horses remain the responsibility of their owner, rider, or handler at all times.

Working with horses carries an inherent level of risk. By booking any ridden session, groundwork session, clinic, consultation, yard visit, or equine-related service, clients acknowledge and accept responsibility for their own safety, their horse, their equipment, and any accompanying individuals present.

Clients are responsible for ensuring that:

- horses are fit, appropriately insured, and suitable for the planned activity
- tack and equipment are safe and correctly fitted
- riders wear suitable clothing and current standard safety equipment where appropriate



- horses are safe to handle within the planned working environment

Philippa Williams reserves the right to refuse, postpone, amend, or discontinue sessions where there are concerns regarding:

- horse welfare
- rider wellbeing
- behavioural risk
- unsuitable equipment
- unsafe handling
- illness or injury
- environmental conditions
- professional suitability
- safeguarding or ethical concerns

Recommendations relating to training, horse management, rider development, behaviour, rehabilitation, or performance remain the responsibility of the owner or rider to implement appropriately.

No guarantees are made regarding behavioural, performance, rehabilitation, competition, or training outcomes.

## Functional Medicine Disclaimer

Functional medicine, herbal, nutritional, homeopathic, and integrative wellbeing support for humans and animals is provided as complementary support only and does not replace medical or veterinary advice, diagnosis, or emergency treatment.

Clients are encouraged to maintain appropriate relationships with their GP, consultant, veterinary surgeon, physiotherapist, or other regulated healthcare providers throughout treatment.



Any decisions regarding medications, veterinary treatment, supplements, herbs, feeding, or healthcare interventions remain the responsibility of the client or animal owner.

## Travel & External Venue Policy

Travel fees may apply for in-person sessions, clinics, consultations, yard visits, and external venues.

Travel is generally charged at the current standard mileage rate, alongside any additional costs incurred including parking, tolls, accommodation, ferries, venue hire, or extended travel time where applicable.

Travel fees, minimum booking requirements, and availability vary depending on location and are confirmed at the time of booking.

For yard visits, clinics, and external venues, responsibility for providing a safe and suitable working environment remains with the client, organiser, or venue owner.

Philippa Williams reserves the right to amend travel fees, service availability, and pricing structures at any time without prior notice.

Where significant travel or accommodation has already been booked, cancellations may remain chargeable in full.

## Complaints & Contact

If you are dissatisfied with any service or wish to raise a concern, please contact:

[hello@philippawilliams.co.uk](mailto:hello@philippawilliams.co.uk)

All concerns will be approached professionally, ethically, and in line with relevant professional standards and governing bodies wherever possible.