Equi-Soul – Terms and Conditions

Last updated: November 2026

Welcome to Equi-Soul. By accessing our website, booking a service, registering for a program, purchasing a product or participating in an Equi-Soul experience, you agree to the following Terms and Conditions.

1. About Equi-Soul

Equi-Soul provides equine-assisted learning (EAL), personal development experiences, coaching, workshops, retreats, facilitator education, online programs and related products and services.

Our experiences are designed to encourage learning, self-awareness, connection and personal growth through guided activities and interactions with horses.

Equi-Soul's services are educational and personal-development experiences. They are not a substitute for medical care, psychological treatment, psychotherapy, counselling or other regulated health services. We do not diagnose or treat medical or mental health conditions.

2. Bookings and Registration

Bookings and registrations are subject to availability and confirmation by Equi-Soul.

You agree to provide accurate and complete contact and registration information and notify us of any changes that may affect your participation.

Some programs, courses and events have limited spaces, specific prerequisites, age requirements or additional participation conditions. These will be communicated in the relevant service or registration information.

Registration is not considered complete until the required payment or deposit has been received.

3. Payments and Taxes

All prices are listed in Canadian dollars unless otherwise stated. Applicable taxes, including HST, will be applied as required.

Payment terms may vary depending on the service or program. Any required deposit, payment schedule or final payment deadline will be provided at the time of registration.

For facilitator certification courses, the payment terms stated on the specific course listing or registration agreement will apply. Where specified, the $1,000 registration deposit is non-

refundable, and the remaining balance is due one month before the course begins. Registrations made within one month of the course start date require full payment.

Equi-Soul reserves the right to suspend or cancel a booking where required payments have not been received by the stated deadlines.

4. Cancellations, Rescheduling and Refunds

Cancellation and refund conditions vary depending on the service purchased.

For individual sessions, a minimum of 48 hours' notice is required to cancel or reschedule without incurring the full session fee. Cancellations or rescheduling requests made with less than 48 hours' notice, as well as missed appointments, will be charged the full session fee.

Deposits are non-refundable unless otherwise required by applicable law or expressly agreed to in writing by Equi-Soul.

Registrations for workshops, group programs, retreats, special events and facilitator certification courses are non-transferable and non-refundable, except where required by law or where Equi-Soul agrees otherwise in writing.

Digital products are subject to the Digital Item Policy.

Please refer to our Returns and Refunds Policy for further details.

5. Participation and Safety

Participants are expected to follow all instructions provided by Equi-Soul facilitators, staff, venue operators and other designated personnel.

Horse-related activities involve inherent risks, including unpredictable animal behaviour, movement, falls, kicks, bites and other potential injuries. While Equi-Soul takes reasonable steps to promote a safe and respectful environment, risks cannot be completely eliminated.

Participants must:

- Follow all safety instructions and remain within designated activity areas.
- Respect the horses, facilities, staff and other participants.
- Wear suitable clothing and footwear as instructed.
- Disclose relevant limitations, allergies, mobility concerns or other information that may affect safe participation.
- Refrain from participating while impaired by alcohol, recreational drugs or any substance that may compromise safety.

Some activities may have additional eligibility requirements or restrictions. Riding activities, where offered, may have specific weight, age, health or experience requirements. These will be communicated before participation.

Equi-Soul reserves the right to modify, pause or discontinue an activity if safety or horse welfare is a concern.

6. Health, Wellbeing and Personal Responsibility

Participants are responsible for determining whether an activity is appropriate for their circumstances and for seeking advice from a qualified health professional when needed.

Please advise Equi-Soul of any relevant accessibility needs, allergies, medical considerations or other circumstances that may affect your participation.

Equi-Soul experiences are educational and personal-development activities. Individual experiences and outcomes will vary. We do not guarantee specific personal, emotional, physical or professional results.

7. Minors

A parent or legal guardian must provide consent for participants under the age of 18 and may be required to remain present or participate, depending on the program.

Parents and guardians are responsible for providing accurate information and ensuring that minors follow all safety instructions and participation requirements.

8. Facilitator Certification and Educational Programs

Equi-Soul facilitator education programs provide training and certification according to the specific curriculum and standards established by Equi-Soul.

Completion of a program does not automatically provide a government-regulated credential, professional licence, employment, insurance coverage, business approval or recognition by an external association.

Participants are responsible for understanding and meeting any additional legal, insurance, professional or business requirements applicable to the services they choose to offer.

Course materials, workbooks, presentations, exercises and other educational resources remain the intellectual property of Equi-Soul unless otherwise stated.

9. Intellectual Property

All website content, branding, logos, written materials, photographs, videos, course content, workbooks, program designs and other materials created or owned by Equi-Soul are protected by applicable intellectual property laws.

You may not reproduce, distribute, publish, sell, modify or use Equi-Soul materials for commercial purposes without prior written permission.

Purchasing a course or digital resource does not transfer ownership of its intellectual property.

10. Photography and Media

Equi-Soul may take photographs or videos during activities for promotional, educational or business purposes.

We will obtain separate consent before using identifiable photographs, videos or recordings of participants for public promotional purposes. Participation in an Equi-Soul service is not conditional on agreeing to promotional photography or recording.

Participants may decline consent without affecting their ability to participate, subject to any separate practical requirements communicated for a specific activity.

Separate consent will be obtained from a parent or legal guardian before using identifiable images or recordings of minors.

11. Changes, Weather and Unforeseen Circumstances

Equi-Soul may adjust schedules, activities, instructors, locations or program arrangements where reasonably necessary, including due to weather, horse welfare, facility availability, safety concerns or unforeseen circumstances.

Where Equi-Soul must cancel or postpone an activity due to weather or other circumstances beyond its reasonable control, participants will generally be offered a credit toward a future Equi-Soul service or program. The specific arrangements will be communicated to participants.

Where Equi-Soul cancels a service and cannot provide a suitable alternative, any applicable refund or other remedy will be handled in accordance with the Returns and Refunds Policy and applicable law.

12. Website and Third-Party Services

Our website may contain links to third-party websites, platforms or services. Equi-Soul is not responsible for the content, privacy practices or policies of external providers.

Use of third-party services may be subject to their own terms and conditions.

13. Limitation of Liability

Nothing in these Terms and Conditions is intended to exclude or limit any rights or remedies that cannot legally be excluded or limited under applicable law.

To the extent permitted by law, Equi-Soul is not responsible for losses arising from circumstances beyond its reasonable control or from a participant's failure to follow reasonable safety instructions or disclose relevant information.

Nothing in this section removes the responsibility of Equi-Soul or any other party for its own negligence or other liability that cannot legally be excluded.

14. Governing Law

These Terms and Conditions are governed by the laws of Ontario and the applicable laws of Canada.

15. Contact

Equi-Soul
Email: equi-soul@outlook.com
Phone: 613-880-9660
Website: https://www.equi-soul.com/