



## **HEAL Curriculum Terms & Agreement**

The HEAL Curriculum consists of four (4) levels of expertise.

Each level has a specific number of courses that are to be followed in sequential order, with recommended timeframes for completion. The specific level of expertise is a commitment to purchase all the courses within that level. All in-class sessions must be paid for prior to attending the class.

Level 1: Basic Professional consists of the following four (4) courses:

1. Introduction to Connective Tissue and the Equine Lymph System - Webinar
2. HEAL Layman's Lymphatic Grooming Technique: Home Study - Online
3. Lymphatic Balance: Home Study - Online
4. Fundamentals of Manual Lymph Drainage 2-day, in-class session

Students are required to submit their equine practitioner credentials prior to purchasing the basic professional level to [tamueller@healequine.com](mailto:tamueller@healequine.com)

Level 2: MLD Specialist Level: All are home study - online courses:

1. Head Sequence
2. Front Limb Sequence
3. Hind Quarter Sequence

Level 3: Equine Lymphedema Therapist:

1. Professional Guide: Currently home study: paperback manual to be mailed
2. Wrapping and Compression Application: 2.5 days in-class session

Level 4: Mentor Therapist - Currently under development.

**Payment Terms:** There are two (2) payment options:

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1. Pay in Full: Students pay for the entire level for all courses with one payment. Incentives cannot be combined with another incentive offer. There are no additional fees added.
2. Six (6) HEAL Monthly PayPal Subscription Payment Plan: Student agrees to have a monthly automatic withdrawal from their bank account on a specific day for six (6) months. There is a \$20 administrative fee added per month to cover costs.

If a subscription payment is unsuccessful or failed, at the start of your billing cycle, PayPal will try the payment again every five (5) days for a maximum of two (2) retries until the next billing cycle (this is PayPal's process).

If the subscription payment is unsuccessful after PayPal's two (2) retries, HEAL will contact you via email, phone, or text or utilize all three (3) to rectify the situation. HEAL has the option to suspend your account and remove access to any online videos or evaluations, both video and written, and Certificates of Completion will be held until full payment is received.

To be reinstated into your level, any outstanding balance must be paid in full before giving access to continue the program. You will not have the option to continue with the subscription plan for the balance.

The Basic Professional Level must be paid in full PRIOR to signing up for the Fundamentals of Manual Lymph Drainage 2-day, in-class session. No student will be allowed to attend the two-day, in-class session until the entire Basic Professional Level has been paid in full! Students cannot pay their full balance on the day of the class.

**Reschedule:** In the event you need to reschedule any webinars, online or in-class sessions, due to an unforeseen emergency after full payment or being unable to attend the class, you will have the ability to reschedule the course based on class availability at no additional charge.

**HEAL Cancellation:** If HEAL cancels an in-class session due to unexpected circumstances (weather or illness) or lack of enrollment, the course will be rescheduled as soon as possible. You will be notified via a cancellation email, phone, or text.

HEAL is not financially liable for any travel arrangements you have made.

**Refunds:** There are no refunds or partial discounts once the purchase has been made for home study, webinars, in-class sessions, or online classes for any level.

- Students can participate in another in-class session, providing there is availability to accommodate them, at no additional cost. They must contact HEAL and receive approval prior to attending.
  - If they are unable to attend another in-class session, it is the student's responsibility to make arrangements for one-on-one instruction.
  - HEAL will provide them with an estimated cost to complete the course.
- The student will be billed at the current evaluation rate per hour.
- Payments must be made in full prior to a one-on-one session.

Certificates of Completion will be held until students complete and meet all requirements of the course.

**Remedial Assistance:**

- If a student requires additional support to meet the requirements of the course, they will receive an individual evaluation of their needs.
- Additional fees may be required and HEAL will provide them with an estimated cost.

**Incomplete home study, webinars, or online classes and exams:**

HEAL is not responsible to follow up with the students to complete a home study, webinar, or online classes or exams. However, as a courtesy, HEAL will notify students via email as a reminder a course is incomplete and the requirements necessary to finish the course. Certificates of Completion will not be issued until the student completes course requirements and/or successfully passes examine(s). There are no refunds for incomplete courses or exams.

*HEAL's Terms and Agreement are subject to change.*