



Policy number: 15	Version: 1.1
Drafted by: Tahlia Pead	Approved by Committee (Date): 14 <sup>th</sup> January 2025
Responsible person: President	Scheduled review date: January 2028

## **REFUND POLICY**

### **1 General Policy**

Refunds are generally not provided for events, activities, or memberships unless under exceptional circumstances as outlined below.

### **2 Medical or Veterinary Exceptions**

Refunds may be granted if the participant or their horse is unable to attend due to medical or veterinary reasons. A valid doctor's/sick certificate for the participant or a veterinary certificate for the horse must be provided to the APEC committee to qualify within 48 hours (before or after) of the events scheduled date.

### **3 Administration Fee**

An administration fee determined by the APEC committee will apply in such cases where a certificate has been provided. This administration fee is to cover any costs incurred by the club that would be lost if a full refund was to be made.

### **4 Transfer of Participation ("Selling Your Spot")**

If a participant cannot attend an event and does not have a valid medical or veterinary certificate, they are responsible for organising another person to take their place ("sell their spot").

The participants must arrange the transfer of fees between themselves, and notify the club of the new participant's details in advance – at least 48 hours prior to the scheduled event.

The responsibility for any exchange of payments or fees between the original participant and the new participant is solely the responsibility of the participants. APEC will not make transfers of funds between participants.

### **5 Refund Process**

Requests for refunds must be submitted in writing to the APEC committee within 48 hours of the event.

Refund requests must include relevant certificates where applicable (doctor's or vet).

Decisions on refund requests are at the discretion of the committee and subject to the terms above.

### **6 Policy review / consultation**

The review of this policy is the responsibility of the Adelaide Plains Equestrian Club Committee. This policy will be reviewed at least every three years.

**APPROVED:** .....

(Signature)

**NAME:** Sam Dragon

**Date:** 14<sup>th</sup> January 2025

**POSITION:** President