

## **BURTON HUNT BRANCH OF THE PONY CLUB REFUND POLICY**

### **ONE OFF RALLY CANCELLATION POLICY**

1. If a rally has to be cancelled by the organiser a full refund will be given to all members who have booked and paid for that rally.
2. If a member has to cancel a booking that has been made for a rally they need to give at least **10 days** notice prior to the date of the rally in order for a refund to be given.
3. Cancellations must be made by email to the rally organiser stating name of member and rally that they are unable to attend and the date on which the cancellation is being made.
4. Refunds on cancellation by the member will normally only be made by way of a credit note.
5. Any credit notes due to members will be sent out and should be used as soon as possible against bookings of future rallies.

### **TRAINING RALLY CANCELLATION POLICY**

1. Training is paid for in blocks. If an attendee cannot attend a session in a block this must be notified before the trainee pays for that block, and agreed with the organiser whether the session should be paid for. This is because the venue and trainer will be costed for in advance and the sessions cannot run at a loss.
2. If a training rally has to be cancelled by the organiser a full refund will be given to all members who have booked and paid for that rally.
3. Refunds will not be given for missed training sessions that are paid for in blocks. If the canceller can find an appropriate substitute then a substitute may attend in the cancellers place but it is the duty of the canceller and substitute to arrange a transfer of fee between them.

## **TEAM COMPETITION REFUNDS**

1. Entry fees for team competitions will not be refunded after the closing date given by the team coordinator unless the competition is cancelled by the organising body.
2. The branch reserves the right to allocate places funded by the branch to people to make up a team when teams are short of members. This will reduce the likelihood of the team having to jump HC and will increase the opportunities for all members to compete.
3. Free places will be offered in the first instance to members who are already competing in the competition (provided the free place doesn't take them over the max rounds to be competed by one horse). If there are no takers from those already entered then the places will be advertised to all members of the branch and allocated on a first come basis.