



Burton Hunt Branch of the Pony Club.

REFUND POLICY

ONE OFF RALLY/TRAINING CANCELLATION POLICY

- If an event is cancelled by the organiser a full refund will be given to all members that have booked and paid for the session
- If a training session is cancelled/postponed the organiser may choose to roll over payments to a future session. If the member that booked for the original date cannot make the new date a refund will be given.
- If a member has to cancel a booking that has been made a refund will only be given if it is before the closing date – this should be made in writing to the organiser by text/messenger/email. Unless the member can provide a doctors/vet certificate.
- If a member cannot attend as they have to self-isolate due to a positive LFT/PCR Covid test then a refund will be given, even if this is after the closing date.
- Refunds will be given using the same method the payment was made
- If a member cannot attend they can arrange for a suitable replacement from the Pony Club in agreement with the organiser. The new attendee should pay the member that made the original booking

BLOCK TRAINING – for future reference

- Block training will be based on a fixed number of members attending and will guarantee those booking a place, allowing the venue and trainer to be booked in advance. If a member cannot attend then unfortunately a refund cannot be given as the session would run at a loss.
- Where a member cannot attend a session in a block then they can find another member to take the place with the replacement attendee paying the original member or the organiser may advertise the space – if the space is filled then the original member can have a refund for the session.
- Depending on the discipline there may be some opportunity for ad-hoc places in the session above the minimum attendance level – if these are booked and one of the original block booking members cannot attend then a refund can be given. If more than one of the block booked members cannot attend this would be on a first come first served basis
- If an event is cancelled by the organiser a full refund will be given to all members that have booked and paid for the session
- If a training session is cancelled/postponed the organiser may choose to roll over payments to a future date. If the member that booked for the original date cannot make the new date then a refund will be given
- Refunds will be given using the same method the payment was made

COMETITION REFUNDS

- Entry fees paid by the branch on behalf of a member for individual/team competitions will only be refunded on receipt of a refund from the organiser – the branch is 'in the middle' and will not subsidise refunds
- The branch reserves the right to allocate places funded by the branch when a team is short of members. This will reduce the likelihood of the team having to compete HC and increase the opportunities for all members to compete
- Free places will be offered to the members already competing at the event providing the free place doesn't take them over the maximum number of rounds for the competitions. If there are no takers from those already entered the place will be offered to all members of the branch and allocated on a first come first served basis.