

Cumberland Foxhounds Pony Club Rally Refund Policy

Please note: Any request for a rally refund must be made directly to the District Commissioner in the first instance.

When booking a Pony Club rally, please be aware that **rally fees are non-refundable and non-transferable.**

We completely understand that plans can change and, if you are no longer able to attend, you are of course welcome to withdraw your booking. However, once a place has been booked, **we are unable to offer a refund or transfer the payment to another rally or member.**

Why are we unable to offer refunds or transfers?

Our rallies are planned in advance around the number of members who have booked, and we make both organisational and financial commitments based on these bookings.

Instructor and venue costs

Instructors, arenas and other facilities are booked in advance, with costs committed based on the rally taking place. These costs remain payable by the Branch even if an individual member is subsequently unable to attend.

Planning suitable groups

Members are carefully organised into suitable groups in advance, taking into account factors such as age, riding ability and experience. This helps us create balanced groups that work well together and ensures everyone gets as much as possible from their rally.

Late withdrawals can have a significant impact on these carefully planned groups, particularly where numbers are small, and can change the balance and dynamics of a session.

Keeping rally costs fair

Rally fees are set with the overall cost of running each rally in mind. Once bookings have been made, the Branch has already committed to the associated instructor and venue costs. Unfortunately, this means we are unable to return individual booking fees without the Branch absorbing those costs.

For the same reason, we are unable to transfer payments to a future rally. The costs associated with the original booking still need to be met, while the future rally will have its own instructor, venue and associated costs.

Extenuating circumstances

We appreciate that occasionally there may be genuine and unexpected circumstances which prevent a member from attending.

In extenuating circumstances, a refund may be considered at the discretion of the District Commissioner. Any decision will be considered individually and a refund cannot be guaranteed.

Thank you for your understanding. Having a clear and consistent policy helps us plan rallies effectively, keep costs fair for all our members and provide well-organised sessions with appropriately balanced groups.