



EGLINTON HUNT PONY CLUB

Payments and Cancellation Policy

Updated August 2024

Competency

This policy has been established by the Branch Committee.

Objective

This policy will confirm how payments and cancellations will be managed.

All of which will be done in an open, transparent and fair manner to ensure opportunity and inclusivity to all.

Who is responsible?

- All associated with EHPC.

Conditions for payment procedures?

1. Cashless branch only
2. Payment must be made at point of booking/order
3. If payment is not received at time of booking/order, an invoice will be issued which should be paid immediately
4. If you have any outstanding debt with EHPC, all further bookings/orders payments will be transferred to reduce this debt and attendance will be restricted until full payment received
5. Ensure full compliance with all EHPC/PCUK policies and procedures

Conditions for cancellation procedures

6. If no notice for members cancellation of booking/order is received, then no refund will be issued without Vet or Doctors certificate.
7. If members cancellation of booking/order is under 48 hours, then no refund will be issued without Vet or Doctors certificate, unless place was filled by another member.
8. Refunds will always be made online and to the original payment account.
9. If a booking/order is cancelled by the Branch then the rally cost refund will be provided, automatically, the booking fee must be requested separately to the Treasurer email on website or please see donations section.

10. Should any team training be cancelled by the branch due to low numbers, then a full refund will be provided and the original booking cost, will be provided to you to ensure you can locate alternate training.
11. Please note any abandonment once the event has started will not be eligible for a refund
12. No refund can be offered for any event cancellation that is not organised by EHPC.

When will you get it?

- Within 28 days of event taking place.

Donations

If you would like to donate your refund to the club, we would be very grateful, please email the DC on the email stated on the EHPC website and we will manage your generous donation.

Communication

All information regards to the content of this policy must be made available to all members of the club

Compliance

Any concerns, complaints or general issue with the compliance of the above please raise issue in line with EHPC Complaints policy and contact the DC directly, contact details can be found on the EHPC Website.

All applications for refunds are accepted on the understanding that you have read and accept all PCUK and EHPC policies and procedures.

Publication and review

Branch website, reviewed annually or sooner as required