



Payments and Cancellation Policy

Updated November 2025

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 SDPC.

Conditions for payment procedures?

1. Cashless branch only
2. Payment must be made at point of booking.
3. If you have any outstanding debt with SDPC, all further payments will be transferred to reduce this debt and attendance will be restricted until full payment received
4. Ensure full compliance with all SDPC/PCUK policies and procedures

Conditions for cancellation procedures

1. If no notice for members cancellation of booking is received, then no refund will be issued without Vet or Doctors certificate.
2. If members cancellation of booking is under 7 days before the event/rally, then no refund will be issued without Vet or Doctors certificate, **unless place was filled by another member.**
3. Refunds will always be made online and to the original payment account.
4. If a booking is cancelled by the Branch then the rally cost refund will be provided, automatically.

5. 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.
6. Please note any abandonment once the event has started will not be eligible for a refund
7. No refund can be offered for any event cancellation that is not organised by SDPC.
8. **Please note there is a NO REFUND POLICY without Vet or Doctors certificate for Squad training.**
9. **Separate T&Cs will apply for Camps.** These will be on the Terms and Conditions at booking.

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 SDPC 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 SDPC Complaints policy and contact the DC directly, contact details can be found on the SDPC Website.

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

Publication and review

Branch website, reviewed annually or sooner as required