



## Refund Policy

The purpose of this policy is to ensure that all refunds are issued in accordance with the agreed procedure to ensure the equitable treatment of all our members.

### Principles:

We know that horses are unpredictable creatures and the nature of the sport is such that having to cancel a booked place often due to rider or horse injury or illness is frequent. To keep the cost down we charge the minimum amount necessary to cover costs and so therefore refunds are not always possible.

### Refunds - Clinics

#### **More than 48 hours before the clinic:**

If a rider is unable to attend a booked clinic **and there is a waitlist** the next rider on the waitlist will be contacted by the clinic organiser. **If someone from the waitlist takes the place**, a full refund will be issued.

If a rider is unable to attend a booked clinic but there is **not waitlist** the slot needs to be filled by someone otherwise the club are not able to offer a refund. Our clinic organiser will try to advertise the space and the rider can also look to find someone else to fill their spot, but as a small club, we are unable to cover this cost as we still need to pay the instructor and venue.

If the rider manages to find someone to take their place it would need to be for the same clinic and same level/class. The riders are to inform the club of this change as soon as possible by emailing the club account ([Shillingstone@hotmail.com](mailto:Shillingstone@hotmail.com)). This is to ensure we have the new riders emergency contact details.

#### **Less than 48 hours before the clinic/failing to turn up on the day:**

This will result in you losing 100% of your booking fee irrespective of the reason, you will not be able to transfer after this time.

If there is a waitlist and the space is filled then the club will refund you as above, but due to the short notice we are unable to promise this as the clinic organiser may be unable to advertise/contact riders on the waitlist in time.

#### **Other:**

If you are late for your space and the session/clinic has already started, we reserve the right to refuse your entry to the session if we consider to do so would disrupt the rest of the clinic, or be a health and safety concern. If this was the case then unfortunately you would forfeit your payment and it would not be transferable.

Clinics will be rearranged in the case of the MET Office issuing regional red, or in some cases amber, weather warnings.

### **Refunds - Guided Rides**

These rides are charged at a minimal cost. Once a booking is made the amount is non-refundable. A swap can be made. This would need to be agreed with the committee member responsible for the ride by sending an email to the club account ([Shillingstone@hotmail.com](mailto:Shillingstone@hotmail.com)).

### **Refunds - BRC Team Events**

At the time of booking the entry fee is payable to the club account. The team manager will also make a prelim entry fee, the club funds this fee.

If you need to withdraw your entry from either the team or individual you must inform the team manager as soon as possible ([sdrcteam@gmail.com](mailto:sdrcteam@gmail.com)). If you or the committee are unable to find a replacement rider you will need to negotiate a refund with the event organiser. The club will cover the prelim fee paid to BRC.

Please refer to the individual competition's refund policy.

### **Refunds - Summer Camp**

At the time of booking a deposit is paid. This deposit is non-refundable unless the camp bookings are above the minimum required number.

Once a full payment has been made to secure the venue for camp, usually 4 weeks before the event, a refund is not usually possible.

The rider has the option to swap their place with another rider. This would need to be agreed with the committee member/organiser responsible for camp bookings. The rider is asked to inform the club of this change as soon as possible by emailing the club account ([Shillingstone@hotmail.com](mailto:Shillingstone@hotmail.com)).

### **Cancellation instigated by SDRC**

If the clinic is cancelled by the club, the full cost of the clinic, minus any booking fee, will be offered to all riders booked onto the event. The rider is responsible for emailing their bank details to the club account to request a refund. ([Shillingstone@hotmail.com](mailto:Shillingstone@hotmail.com)). We will aim to issue the refund within 7 working days.

Credit vouchers are not available.

### **Membership**

In the event that a rider renews or takes out a membership and then is unable to take part in any clinics or events as the horse is "out of action" the club are, unfortunately, not able to offer a refund.

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|-------------|-------------------|-----------------------|-------------------|
| <b>Name</b> | <b>Flora Hall</b> | <b>Position</b>       | <b>Chair</b>      |
| <b>Sign</b> | <b>Flora</b>      | <b>Date of Review</b> | <b>01/07/2025</b> |