

Gidgegannup Equestrian Association

Refund Policy

CLINICS:

If a participant cancels prior to the closing date, a refund will be issued.

If a participant wishes to cancel after the closing date, no refunds will be given unless a replacement participant is found due to the need to cover the higher costs of clinics.

At the completion of the event, the committee reserves the right to review all cancellations with a vet/doctor's certificate and make a decision if a refund or partial refund can be applied under the circumstances to those participants. A vet/doctor's certificate must be presented within 7 days of cancellation or it will not be accepted. The committee's decision will be final.

OPEN EVENTS / TRAINING DAYS:

If a participant cancels prior to the closing date, a refund will be issued. If a participant wishes to cancel after the closing date, a 50% refund will be given upon presentation of a vet/doctor's certificate. The vet/doctor's certificate must be presented within 7 days of cancellation or it will not be accepted.

If withdrawing from the event after the closing date due to **COVID**, we require a government acknowledgment of a positive test to enable a refund. The required isolation period must overlap the event date.

RALLIES:

If a member books into a rally and withdraws **PRIOR** to closing date, a refund will be given.

Before rally closing date members can edit their booking on Global to delete class/classes and an appropriate refund will be issued. Please note these refunds will not be issued until after the closing date for the rally.

If a member books into a rally and withdraws **AFTER** the closing date, a refund will be given only if a vet or medical certificate can be presented. Please email the club as soon as possible if you are withdrawing as we may have a waitlist for the rally. Certificates need to be emailed to the club within seven days after the rally date in order to receive a refund.

If withdrawing from the rally after the closing date due to **COVID**, we require a government health department acknowledgment of a positive test to enable a refund. Required isolation period must overlap rally date.

If withdrawing on the Friday/Saturday prior to the rally or on the morning of the rally please contact one of the Coordinators (please refrain from emailing or posting on Facebook as it is unlikely to be read after hours leading up to the rally).

Cancelled Bookings:

Monies owing from cancelled rallies will be credited to the member's account. Money will not be held over to transfer to another event/rally.

Helper Duties Rules:

If a member rides they **MUST** complete their assigned helper duty (or organise someone as a replacement). If you fail to complete your helper duty you may be refused your next event/rally booking.

If a member has booked into an event/rally, has been assigned a job and withdraws from the event/rally notifying event/rally contact, the committee would appreciate if you could still complete your helper duty but will endeavor to reassign it if this is not possible. If a member is booked into the event/rally and does not turn up on the day (therefore does not complete the assigned job) without notifying the event/rally contact person(s) they may be refused their next booking.