



WARC REFUND POLICY

Purpose

This policy sets out the circumstances under which membership and rally fees may be refunded or carried forward, to ensure fairness and consistency for all members.

Membership refunds

- Membership fees are generally non-refundable once active, except in exceptional circumstances such as serious injury, illness, or other unforeseen significant events.
- Requests for a membership refund are to be made in writing to the Committee, explaining the reason for the request and providing any relevant supporting documents (e.g., medical certificate).
- The Committee will consider each request on a case-by-case basis and may approve full or partial refunds at its discretion.
- A \$10 administration fee may be deducted from any approved membership refund.

Rally attendance refunds and payment carry-over

Carry-over of rally fees is available under the following conditions:

- If a rider is unable to attend due to medical reasons (for themselves) or veterinary reasons (for their horse) and provides a medical certificate or vet certificate, the rally fee will be carried over to the next rally.
- If a rider withdraws on or before the Sunday prior to the rally (the final day for RSVP and payment), they may carry their payment forward to another rally without needing a certificate.
- Refunds for rally fees (rather than carry-over) may only be granted in exceptional circumstances and will be approved by the Committee.
- Non-attendance without meeting the above conditions will result in forfeiture of the rally fee.

Refund request process

- Requests for refund or payment carry-over must be made in writing (email is acceptable) to the Committee or Rally Organiser.
- Supporting documentation (where applicable) must be provided within seven (7) days of the rally date.
- Members will be notified of the decision by the Committee in writing.

General Conditions

- Refunds and carry-overs are not available for non-attendance due to change of mind, minor illness, poor weather (unless the event is officially cancelled), or other personal scheduling conflicts.
- Decisions of the Committee regarding refunds and fee carry-overs are final.

Policy Review

This policy will be reviewed every three years or as needed to ensure it remains fair, transparent, and aligned with club and member needs.