**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.