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Approved By: Board Finance Committee

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Next Review Date: 14th September 2017

NZPCA Refund Policy

Purpose

This policy provides guidance for determining when a refund for an Event/Activity will be permitted, what value of refund will be permitted, suitable substitutes, when the refund will be paid. Its purpose is to:

- Provide clarity to members, event attendees and NZPCA with regards to cancellation and refund requests
- Limit NZPCA exposure to already committed Event expenses

Definitions

“Event” can apply, but not limited to, courses, clinics, workshops, seminars, conferences, forums, AGMs, NZPCA Events, NZPCA Competitions, activities, exams.

“Admin Cost”, this is a fee charged by NZPCA to cover the administration and processing of a refund. The current refund administration cost is set at \$10 per refund request. NZPCA has the right to review and change the amount charged when required.

“Commencement time” – is the advertised starting time of the Event

Application

The NZPCA Refund Policy only applies to payments that have been made directly to NZPCA

Timing of Cancellation/Refund Request

Prior to closing date of Registration	> 1 week prior	1 week to 24 hours before event	Within 24 hours before event
100%	80% (less \$10 admin costs)	50% (less \$10 admin costs)	0%

A Full refund is permitted on cancellation requests made in writing to, and received by, the General Manager prior to the date that the Event's registration closes.

An 80% refund less \$10 admin cost, is permitted on cancellation requests made in writing to, and received by, the General Manager up to 1 week prior to the date of Event

A 50% refund less \$10 admin cost, is permitted on cancellation requests made in writing, and supported by a Doctor, Vet or Farrier certificate, to, and received by the General Manager, from 1 week prior to the date of Event and up to 24 hours before the Event's commencement time.

NO refunds are permitted for cancellation requests within 24 hours before the Event's commencement time.

If the Event is cancelled by NZPCA a full refund will be given with no admin cost charged. NZPCA will make contact to arrange.

Substitute Delegate

Where appropriate, a suitable substitute delegate/replacement is welcome provided the request is made in writing to the General Manager up to 24 hours before the Event's commencement time.

The following sections have precedent over this policy;

- NZPCA Dressage Championships and Area Dressage Trial Regulations Dressage Champion section 16 AMENDMENT TO ENTRIES AFTER CLOSING DATE; and
- NZPCA Eventing Championship & Area Eventing Trial Regulations section 15 AMENDMENTS TO ENTRIES AFTER CLOSING DATE

NZPCA has the overall right to determine whether a substitute is deemed suitable and fit for purpose and has the authority to refuse a request.

NZPCA Materials

Any NZPCA Materials and/or Resources issued for an Event, are required to be returned in as new condition prior to any refunds being processed.

Refund Payments

All refunds approved by the General Manager will be paid on or around the 20th of the month.

If approval is granted after the 20th of the current month the refund will be paid on or around the 20th of the following month.