



## **AARC Refund Policy**

AARC is a volunteer-run club that commits significant time and resources to planning and coordinating events, clinics, rallies, and activities for members. To ensure the financial viability and smooth administration of club activities for all parties, the following no refund policy applies to all club bookings and payments.

### **No Refund Policy**

All payments made to AARC for memberships, clinics, rallies, lessons, competitions, and all other club events are non-refundable, unless otherwise expressed by the Committee.

### **Change of Mind**

Refunds will not be provided for:

- Change of mind
- Inability to attend due to personal circumstances
- Scheduling conflicts
- Transport issues
- Any prior assumptions made about the club, instructors, or events

### **Transfers and Replacement Riders**

Where appropriate, participants may arrange for another eligible rider to take their place, subject to:

- Prior approval from the Committee
- Compliance with club and insurance requirements
- Payment of any outstanding fees

Please note: AARC is under no obligation to fill vacant positions or provide refunds where a replacement rider cannot be found. While the club may be able to help (with enough prior notice) it is the responsibility of each participant to find a replacement rider for their booking.

### **Event Cancellation by AARC**

If an event is cancelled by AARC, the Committee may:

- Provide a full or partial refund; or
- Offer a credit toward a future event

The method and time of reimbursement will be determined at the Committee's discretion.

## **Exceptional Circumstances**

Requests for consideration of exceptional circumstances must be submitted in writing to the Committee, along with a medical or veterinary certificate. Submission of a request does not guarantee approval of a refund.

## **Weather and Safety**

Events may proceed in varying weather conditions unless deemed unsafe by organisers or officials. Refunds will not be issued due to weather-related concerns where the event proceeds.

## **Acceptance of Policy**

Payment for any AARC activity constitutes acceptance of this Refund Policy.

It is the responsibility of each participant to make adequate inquiries **before** registering for any activity or event.

This policy is in place to ensure transparency and fairness for all instructors, members and volunteers. We thank you for taking the time to understand the policies and procedures of Albany Adult Riding Club Inc.