



# Samford Golden Valley Pony Club Inc.

## External Event Nominations

### Refund Procedure (As At May 2011)

This is the procedure the Club uses when an external event is cancelled or a club member scratches from an external Event.

#### Scratching From An Event

If the scratching takes place before we have sent off the Nomination Form and our club cheque we can usually delete the invoice immediately.

If the Club has already sent off a cheque and nomination form then we are reliant upon the policies of the Club running the event regarding receiving a refund.

As a general rule most Clubs have a policy of if the scratching is received before the draw is made a refund will be given

If the draw has been made and a scratching is required for reason of illness (Horse or Rider) then most clubs will insist upon a Vet Certificate or a Doctor's certificate.

The Club running the event may, or may not, charge an administration fee relating to the cancellation.

#### Event Cancellation

PCAQ does NOT have a policy regarding refunds of entry money when an Event is cancelled due to unforeseen circumstances outside of the Clubs control (Weather Etc.).

It is left up to individual Clubs to determine what, if any, portion of the entry fee is returned.

Because there are so many variables our Club Policy is that we will leave the Invoice on your account until we receive a refund cheque from the Club running the event and only then issue a credit to the value we have received.

You will note that we have **NO CONTROL** over the policy of other Clubs and can only refund your account the amount we receive.

#### ***We cannot guarantee that you will receive a full refund***

We recognise that no one likes to be out of pocket and are happy to accept leaving the amount payable for a particular event unpaid until we have a resolution of the situation.