



Cancellation Policy

Training events and activities

This cancellation policy is applicable to all training events / activities where applications are accepted by the Training Department at The Pony Club Office, including coach, assessor and rider training, with the exception of UKCC courses to which a separate policy applies.

- All requests for cancellations and/or transfers must be received in writing (by email is accepted).
- Changes will become effective on the date of written confirmation being received.
- If a doctor's note or vet's certificate is provided the cancellation charge may be waived, at The Pony Club's discretion.
- The administration fee is £1.50 or 5% of the course fee, whichever is greater.
- The appropriate cancellation charge will apply based on the cost of your booking, as shown below.

| Calendar days notice before the start of the training | Refund applicable |
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| 28 calendar days or more | Full refund minus administration fee |
| 10 - 28 calendar days | 50% refund minus administration fee |
| 1 - 10 calendar days | No refund will be given |
| Failure to attend | Treated as late cancellation and no refund given |

- Refunds, if applicable, will be issued upon receipt of bank details, if the original payment cannot be refunded via PayPal.
- In the event of an individual named on the booking form being unable to attend, we will accept substitution of another person only if the course is full. If the course is not full, the cancellation charges as above will apply, and the substitute individual will have to pay the normal entry fee. If a substitution is to take place, and administration fee (£1.50 or 5% of the course fee, whichever is greater) will be charged.
- In the event of an individual wishing to transfer from one course to another similar course (i.e. with the same content and price), this will be treated as a cancellation, and the same refund policy as above will apply.
- In the event of there being insufficient numbers booked onto a training course, The Pony Club reserves the right to cancel or postpone the course.
- In the event of cancellation of a course by The Pony Club, we will endeavour to inform all participants one week before the course is due to take place, although please be aware that this is not always possible. Entry fees paid will be reimbursed or the payment will be transferred to another similar course, at the applicant's request. The Pony Club will have no liability to reimburse any other costs that may have been incurred, including transport costs, accommodation etc.