



HONG KONG PONY CLUB

REGISTRATION, PAYMENT, REFUND AND CANCELLATION POLICY

As a voluntary and non-profit making organisation, we warmly remind you to consider that administration of the Club is performed by volunteers and we operate our activities on a break-even budget with proceeds used directly to cover activity costs, including hire of facilities, ponies and professional coaches. When members cancel at short notice or fail to pay registration fees in a timely way it causes considerable administration burden.

With effect from 1st September 2023, we request your understanding and cooperation to respect and implement our new registration, payment, refund and cancellation policy so that we can continue to operate effectively.

REGISTRATION

- Registration for all activities must be completed through the Club's website.
- Members are required to provide up to date indemnity and medical forms as requested by the Club and our host riding centres for each activity. Registration will not be considered complete until all required forms have been completed and returned to the Club.

PAYMENT AND LATE FEE CHARGES

- Payments for registrations must be made at least **3 days** prior to the beginning of the event.
- If payment is not received **3 days** prior to the beginning of the event, any overdue and unpaid balances will be charged a 25% late fee.
- If payment is not received **on the first day** of the event, any overdue and unpaid balances will be charged a 50% late fee.
- If payment has not been received **before completion** of the event, any overdue and unpaid balances will be charged 100% late fee.
- In accordance with the Club's Rules and Bye-Laws, if an outstanding balance is overdue for more than 2 calendar months, membership may be terminated, at the Club's discretion.

REFUND AND CANCELLATION

- Full refund of registration fees will be arranged for cancellations received **7 days** prior to the beginning of an event.
- Cancellations received between **7 and 3 days** prior to the beginning of an event may be eligible for 50% refund of the registration fee, at the discretion of the Club.
- Cancellations made **less than 3 days** prior to the beginning of an event will not be refunded unless a medical certificate or other satisfactory explanation has been provided, at the discretion of the Club.

Any questions or queries about this Policy? We are here to help. Please contact
secretary@hongkongponyclub.com