



Equestrian Western Australia Incorporated
ABN: 53 591 481 584

Policy:	Refund Policy
Policy Area:	Member Policies
Date Approved:	6 th February 2018, reviewed 1 st July 2020
Replaces Policy dated:	5 th August 2010

Refund and Credit Transfer - Membership, Horse Registration and Performance Card Renewals

Members must take care when completing their membership, horse registration and request for performance card/renewals to ensure that they are nominating the correct level of membership, registration or other.

Membership fees, horse registration and performance cards/renewals paid are non-refundable, except in the circumstances listed below:

- In the case of an error made by the member when completing the membership form, the Equestrian Western Australia Incorporated (EWA) must be notified in writing within 14 days.
- The Member succumbs to serious illness, accident or medical condition that he/she was not aware of at the time of membership, and is able to produce a medical reference confirming the participant's inability to participate (in the event that a participant is aware of an existing illness or medical condition that is not disclosed at the time of enrolment, and is then rendered unable to participate in the program as a result of that condition, enrolment fees will not be refunded)
- The Member **will not** be entitled to a refund should the **horse** be subject to illness, accident, medical condition or death.

Members are entitled to a credit transfer in the following circumstances:

- In any other circumstance deemed appropriate by the Chief Executive Officer (CEO) administration costs may be retained.

How will refunds be paid?

- Refunds may be paid by EFT to the Member, or by any other appropriate method as determined by EWA.

Who is responsible for issuing the refund?

- In the case of Membership fees, horse registration and general EWA business it is the CEO responsibility to authorise the issue any refunds owing.

When will the refund be received?

- Refunds should be received no later than 30 working days after the request for a refund has been received by the EWA office and approved by the CEO.