



## Refund Policy

Last Updated: 11<sup>th</sup> March 2010

NDHD aims to be fair and comply with the EA Dressage Rules regarding the issuing of Refunds for Event/Competition entry fees. As such we have implemented a Refund Policy.

- Withdrawals or Scratchings **prior to 5pm on the day entries close** – Entry Fees will be refunded in full.
- Withdrawals or Scratchings **after close of entries** – A refund of Entry Fees will only be made if documented proof (i.e. Veterinary or Medical certificate) is produced within 24hours of completion of the event. Competitors are required to complete a Refund Request Form (available from <http://www.ndhd.net.au>) and attach necessary documentation and post or emailed to the Nominations Coordinator ([nominations@ndhd.net.au](mailto:nominations@ndhd.net.au)) and Treasurer ([treasurer@ndhd.net.au](mailto:treasurer@ndhd.net.au)).
- Stable/Yard/Camping fees will be refunded in full.
- If a decision is taken by the NDHD committee to cancel a competition/event – Entry Fees will be refunded (less admin fee).
- A 20% administration fee will be deducted from all refunds
- Refunds will be processed by the Treasurer within 14 days of receipt of completed forms.

