

Things to remember on Club Policy

As there are more clinics and competitions being held monthly it has become increasingly difficult to tie up payments with events due to lack of the correct information. Can we please therefore ask that, when paying for a clinic or competition, you use the correct ref number from your booking email confirmation. Most of our venues and coaches need to be paid in advance and as these are booked on a block basis you will appreciate it helps our admin team considerably and otherwise takes a lot of time and effort to match bookings and payments.

When booking please remember we are all volunteers and having to keep changing times and venue hire is not always possible. On your booking add to the comments any special requests, ie early time, etc, and we will try our best to accommodate you but please note **this cannot be guaranteed**. If, after booking you realise something has been forgotten and you need to make a request, please email northlincsrc@gmail.com so it can be added to the booking notes, and it does not get lost!

Cancellations – Events & Clinics

Our cancellation policy for both events and clinics, which will be strictly adhered to, is as follows:

Clinics If Times have been published and notice is less than 48 hours' notice No Refund. (unless a replacement can be found)

Dressage If Times have been published and notice is less than 48 hours' notice No Refund.

Show Jumping less than 48 hours' notice No Refund

Qualifiers – If you have given your name to the Team Manager or have booked via the Website Payment needs to be made before Prelim entries get submitted. If you have still not paid and not notified a change of intention, you will still be charged the entry fee unless replacements can be found.

Championships- If you have qualified for the championship and accepted if you then find you are unable to attend, exceptional circumstances excluded, and we cannot find a replacement you will be billed for the entry that the club has paid for.

Volunteers

We are **required** to provide volunteers for Qualifiers and Championships to avoid our members being excluded. **You are required as a member to help and put yourself forward for at least one Qualifier.** We also sometimes require help for our local club shows and any assistance you can give will be greatly appreciated.

Please help us to help you!