

POLICY / PROCEDURE



1.1 FEES AND CANCELLATION POLICY

Private Riders

Version 1

In an effort to keep your fees to a minimum, RDA Carine has reviewed and worked to reduce costs, and is committed to maintaining the lowest possible cost structure. However, organisational expenses remain the same, no matter how many people participate in a week's program, and cancelled sessions have a significant impact on our financial viability.

Cancellations and absentees:

RDA Carine is committed to providing a high standard of service for our clients. Our goal is to provide quality equine therapy to all our riders in a timely manner. No-shows, late arrivals, and cancellations inconvenience not only our staff and volunteers, but our other riders as well. Your commitment to the term schedule would greatly appreciated.

If you are unable to attend your lesson, please inform the centre via phone (9448 6376) or email at admin@rdacarine.org.au, however there will be no refund or credit issued for the missed lesson.

- Please note that the Centre will not offer make-up classes for any lessons missed.
- Longer cancellations will have a significant financial impact on the organisation. Please discuss your planned numerous absences with the Centre team. Actions could include:
 - A full session fee charged in order to 'hold' the spot, or
 - A requirement to relinquish your place in the program to another participant.

The decision on the action to be taken will be made in consultation with the Centre management team.

- If funding arrangements changes for a participant/participants' representative, must notify the Centre immediately.

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