



NSWERA Prepaid Entry and Refund Policy

The use of a prepaid entry system has become normal practice for NSWERA. This has reduced the impact of financial stress on Ride Organising Committees (ROC's) and gives the ROC an accurate idea to plan and budget for accordingly.

Pre-nomination and pre-payments:

- a) Rides requiring mandatory pre-nomination and payment must clearly advertise the entry opening and closing date.
- b) Nominations for all events should open and closed at the advertised times. The closing date can be extended but **cannot** be brought forward unless all spots are **SOLD OUT** (this only applies to events with an entry cap).
- c) The ride entries should be open for a minimum of 1 week.
- d) The pre-entries should close at least 5 days before the event so that the RO can confirm vet numbers and other administration.
- e) All prepaid entries are to be paid in full at time of nomination (unless specifically outlined otherwise by the Ride Organiser [RO]).
- f) The refund policy must be clearly outlined in pre-ride materials including on the NSWERA website, social media, flyers etc.
- g) Horse and or rider substitution should be allowed up until entry at the office at the ride base.
- h) Entries may be accepted on the day at the RO's discretion only. **NOTE** capped rides are not allowed entries on the day.
- i) In the event a rider cannot use the nomination platform, phone nominations and payment **must** be taken and must be received before the closing date.

Withdrawals:

All withdrawals must be submitted directly to the ride organiser by phone or email. The day in which the withdrawal is submitted will determine the refund provided to the entrant, as per Table 1.

Refund process:

NB: The below table specifies the minimum refund requirements for pre-paid entries. The RO may provide a larger refund at their discretion, but they are not required to do so.

TABLE 1

Time before ride	Refund minimum	Example
7+ days	100%	<i>An entrant pays a \$100 entry fee 3 weeks before the ride. 8 days before the ride date, (ie Sunday ride, the previous Saturday to midnight) the entrant's horse sustains an injury and the entrant cannot attend. The RO must refund 100% of the paid fee (\$100).</i>
3-6 days	50%	<i>An entrant pays a \$100 entry fee 1 week before the ride, but 4 days before the ride date, they are notified they will have to work and cannot attend. The RO must refund 50% of the paid fee (\$50).</i>
24-72 hours	30%	<i>An entrant pays a \$100 entry fee 1 week before the ride. On the Friday of the ride weekend (ie Sunday ride), there is a family emergency and the entrant can't attend. The RO must refund 30% of the fee (\$30).</i>
< 24 hours	0%	<i>An entrant is travelling on Saturday to a ride held on Sunday and they experience car issues. They are unable to attend the event. The RO is not required to provide any refund. The RO will determine whether to provide a refund (if at all).</i>
Event cancellation	80%	<i>An entrant pays a \$100 entry fee for an event. Due to extreme weather the event is cancelled 3 days out from the event date. The RO must refund 80% of the fee (\$80).</i>
Multiple entries for the same horse at the same event	0%	<i>If a horse is entered in multiple events at the same ride, and vets out after the first or subsequent event, and as a result cannot start in their next ride at the same event, the RO is not required to provide any refund and will determine whether to provide a refund (if at all). Unless the rider wishes to swap the entry to another horse.</i> <i>For example, at an Easter event there are rides on the Saturday and the Sunday. A horse is pre-paid to enter the 40km on Saturday and the 80km on Sunday. The horse vets out after the 40km on Saturday. It is up to the RO to provide, if any, refund.</i>

*Any alternative refund policies that do not correspond with Table 1 **must** be submitted in writing to the SMC with the ride booking for approval.*

The benefits of Pre-nomination and Payments:

There are benefits for both ride organisers, and for entrants. Some of these benefits are outlined below.

- No cash handling on the day of the event.
- Allows the RO to have an accurate idea of rider numbers so they can plan and budget accordingly – such as having enough vets, amenities and water.
- Allowing RO to send out information directly to riders prior to the event. For example, ride entry forms, campsite layout, directions, ride descriptions etc.
- Allows some information to be pre-entered on the ride computer, which means a faster entry process on the day both for entrants and the RO.
- Gives ROs greater security and certainty so that they are more likely to continue to run rides and thereby giving riders more rides on the calendar.