

# POLICY / PROCEDURE

## 1.1 COSTS AND CANCELLATION POLICY

### ALL RDA Carine Participants

#### Version 7 – Effective Term 1, 2026

As a not-for-profit organisation delivering equine-assisted programs, RDA Carine must carefully manage horse welfare, volunteer availability, safety, and operational costs. This policy is designed to ensure fairness, sustainability, and the safe delivery of programs for all participants.

To respond to rising costs while keeping participant fees as accessible as possible, the RDA Carine Management Committee has reviewed and updated our pricing structure and cancellation policy to ensure a fair and equitable arrangement for all participants.

RDA Carine continues to align program fees with NDIS guidelines.

#### Rider Registration and Insurance Fee

An annual Rider Registration and Insurance Fee of \$145.00, in addition to the Support Service cost, is payable upon commencement of riding and must be paid before riding can commence.

This fee:

- Covers participant insurance
- Is non-refundable

Pro-rata fees apply in Term 4 and for quarterly Simulator Program sessions.

#### Support Service Cost

The Support Service cost is:

- \$70.00 per session – Rider Program (Monday to Fridays)
- \$98.00 per session – Rider Program (Saturdays)
- \$70.00 per session – Simulator Program (Monday to Fridays)
- \$98.00 per session – Simulator Program (Saturdays)
- \$70.00 per session – Art Club
- \$60.00 per session – Vaulting Program
- \$147.00 per session – Holiday Day Programs
- Contact our office – Corporate Programs

#### Invoicing and Payment

##### Privately Funded Participants

For privately funded participants, session invoices will be issued prior to the beginning of the term, with full payment due within 14 days.

No riding will be permitted without payment.

Cases of financial hardship may be discussed with the RDA Carine office, and payment plans may be established at the organisation's discretion.

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## NDIS-Funded Participants

In accordance with NDIS guidelines:

- RDA Carine is an unregistered NDIS provider
- Participants who are Plan-managed or Self-managed may be able to use NDIS funds, subject to their individual plan
- Session invoices will be issued after services are delivered, following the conclusion of each term
- Payment is due within 14 days of the invoice date

## Cancellations and absentees:

RDA Carine is committed to delivering a high standard of service. Missed sessions, late arrivals, and cancellations impact staff, volunteers, horse welfare, and other participants.

The following conditions apply to all RDA Carine programs:

- A full-term commitment is required
- The Rider Registration and Insurance Fee is non-refundable
- No refunds or credits are provided for missed or cancelled sessions
- No make-up sessions will be offered
- Absences for planned medical reasons only may be considered on a case-by-case basis and must be discussed with the office in advance
  - Planned medical absences do not include short-notice illness, fatigue, or competing commitments
- A participant who fails to notify the centre of three consecutive absences (no-shows without prior notification) may lose their place in the program, and the allocated timeslot may be offered to another participant

Participants are requested to notify the centre as soon as possible if they are unable to attend their session.

**Notification method:** Call or text only: 0410 180 346

## Withdrawing from the Program

Should RDA Carine or the participant (or participant representative) wish to end a placement in the program, four (4) weeks' written notice is required.

If withdrawal occurs with immediate effect, four (4) weeks' payment in lieu of notice will apply.

Written notice may be provided via:

**Mail:** Riding for the Disabled Association of Western Australia Carine Group Inc.  
PO Box 2130, Warwick WA 6024

**Email:** [admin@rdacarine.org.au](mailto:admin@rdacarine.org.au)

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