

POLICY / PROCEDURE



1.1 FEES AND CANCELLATION POLICY ALL RDA Carine Participants Version 4 – Effective Term 1, 2023

To keep up with rising costs but in an effort to keep your fees to a minimum, RDA Carine Committee have recently reviewed our pricing structure and cancellation policy to ensure a fair and equitable arrangement for all participants.

Session Fees

Therapeutic Riding Support Fees - \$60.00 per session.

Session invoices will be issued prior to the beginning of term with **full payment due within 14 days**. NO riding will be permitted without payment. Financial hardship cases can be discussed with the RDA Carine office and payment plans established.

Cancellations and absentees:

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

If you are unable to attend your session, please inform the centre via phone (9448 6376) or email at admin@rdacarine.org.au or text the Coaches mobile on **0410 180 346** however there will be no refund or credit issued for the missed session. In summary;

- A full term commitment is required.
- No refunds or credits will be issued.
- No make-up sessions will be offered.
- Absences for medical reasons only will be considered on a case by case basis. A medical certificate will be required. Please discuss your planned medical absences with your Coach.
- A participant failing to advise the cancellation of 3 consecutive sessions (no-show without prior notification) could potentially lose their place in the program and the timeslot offered to another participant.

If would assist us greatly in our daily operation if you could notify the centre as soon as you are aware that you will not be attending your session on;

Coaches - Sarah or Jo or Emma - Please TEXT only at 0410 180 346

Phone office - 9448 6376

Email - Administration - admin@rdacarine.org.au

Withdrawing from Program

Should RDA Carine or the participant / participant representative want to end the placement in the Program, 4 weeks' notice in writing is required.

The Annual Participant Registration fee cannot be refunded, as this is a National fee covering the participants insurance.

RDA Carine can be contacted by:

Address: Riding for the Disabled Association of Western Australia Carine

PO Box 2130 Warwick WA 6024

Email: admin@rdacarine.org.au

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