

POLICY / PROCEDURE



1.1 COSTS AND CANCELLATION POLICY

ALL RDA Carine Participants **Version 5 – Effective Term 1, 2024**

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.

National Participant Insurance Registration/Membership Fee

An annual fee of \$125.00 additional to the Support Service cost, is payable on the commencement of riding and must be paid before riding can be permitted. This National fee covers the participants insurance and cannot be refunded.

Support Service Cost

The Support Service cost is \$60.00 per hour session – Monday to Fridays only - to a maximum of 38 sessions per calendar year for Total \$2,280.

The Support Service cost is \$65.00 per hour session – Saturdays only - to a maximum of 38 sessions per calendar year for Total \$2,470.

For Private funded client's 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.

In accordance with NDIS guidelines, session invoices for NDIS funded participants will be issued after the provision of services is complete, following the conclusion of each Term, with invoices to be paid within 14 days of the invoice date. As an unregistered NDIS provider, participants whose NDIS plans are Plan-managed or Self-managed can use their funds to access our Program services.

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 be appreciated.

In summary -

- A full-term commitment is required.
- NO refund of National Participant Insurance Registration/Membership Fee.
- NO refunds or credits will be issued for missed or cancelled sessions.
- 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.

It would assist us greatly for our daily operation if you could notify the centre as soon as you are aware that you will not be attending your session. If you are unable to attend your session, please inform the RDA Carine Centre on -

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

Phone Office - 9448 6376

Email – Office 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. If withdrawing effective immediately, 4 weeks' payment in lieu of the notice is applied.

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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