



EQUESTRIAN
QUEENSLAND

MEMBERSHIP & OTHER ASSOCIATED FEES REFUND POLICY

Policy Area:	Financial Management
Policy Number:	EQ 0010
Effective Date:	18 May, 2004 Revised 25 February 2016 Adopted 29 February 2016

Equestrian Queensland is happy to refund membership and other associated fees to individuals dealing with this organisation on the following grounds:

- Any membership or other associated fee will be refunded, less a \$50 administration fee, if the request for the refund is made within 14 days of the funds being received in the EQ office, prior to the processing of any data on the national membership database and prior to any levies being paid to Equestrian Australia;
- An overpayment of fees was made by an individual to the organisation. In such circumstances any such funds will be immediately refunded to the respective individual or if agreed to by the individual, held in credit on their behalf. Any such credit will be noted on the database under the respective individuals membership details;
- Where an error has been made by Equestrian Queensland in the processing of the financial component of any membership or associated fee transaction, to the detriment of the member, such funds will be refunded along with any associated bank fees.
- All fees associated with the processing of membership information, horse registrations or the like, will not be banked until all aspects of the application are correct and have been processed. If a member fails to contact the EQ office within 14 days of the date of the notice, when a request for additional funds or information is made, ALL application documentation and fees may be returned to the respective individual

Any request for a refund on fees processed by the EQ office, whether they related to membership, horse registrations or the like will not be granted if all membership details have been finalised. The basis for any refusal being that, Equestrian Queensland will have at this time input data on the national database as well as having met it's own financial commitment in terms of levies to the National Office and the sports insurers.

This policy will be binding on all aspects of the sport.