



Bookings & Refunds Policy – Icelandic Horse Society of Great Britain (IHSGB)

1. Purpose

This policy outlines the procedures and terms for booking and attending events, training courses, clinics and other activities organised by the Icelandic Horse Society of Great Britain (IHSGB), including guidelines for cancellations and refunds.

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2. Booking a Place

- To secure a place on an IHSGB event or course, full payment must be made at the time of booking unless otherwise specified.
- Bookings are accepted on a first-come, first-served basis and will be confirmed once payment is received.
- Spaces are limited and early booking is recommended to avoid disappointment.

3. Cancellation by Participant

We understand that sometimes plans change. If you are unable to attend an event, the following guidelines apply:

Refund Guidelines:

- Refunds are not guaranteed and are at the discretion of the IHSGB.
- If the place can be resold (e.g., there is a waiting list), a full or partial refund may be offered, minus any administrative or transaction fees.
- If the place cannot be resold and event costs are fixed, we regret we will be unable to issue a refund.
- In cases of exceptional circumstances (e.g., illness, bereavement), we may consider a discretionary refund or credit. Supporting documentation may be requested.
- No refunds will be given for non-attendance without prior notification.

4. Transfer of Place

- You may propose a substitute to attend in your place. This is subject to approval and the substitute must meet any event-specific requirements (e.g., rider level).
- You must inform us at least 48 hours in advance of the event.

5. Cancellation by IHSGB

- If we cancel an event due to unforeseen circumstances, all participants will receive a full refund.



- If an event is postponed, participants will be given the option to transfer their booking or receive a full refund.

6. How to Cancel

All cancellations must be made in writing via email to the event organiser listed on the booking form or to office@ihsgb.co.uk.

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7. Acceptance of Terms

By submitting a booking form and payment, you acknowledge and agree to the terms of this policy.

ENDS

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IHSGB Event Booking Form

Event Title: _____

Event Date(s): _____

Event Location: _____

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Participant Details:

Full Name: _____

IHSGB Membership No. (if applicable): _____

Email Address: _____

Phone Number: _____

Booking Options (if applicable):

- Rider place
- Spectator place
- Stabling (if available)
- Other: _____

Emergency Contact:

Name: _____

Phone Number: _____

Payment:

- I have paid £_____ via
- Bank transfer PayPal Cheque

Date of Payment: _____

Terms & Conditions:

- I have read and accept the IHSGB Bookings & Refunds Policy.
- I confirm that I am fit and able to participate in the event where applicable.
- I agree to follow all event rules and safety instructions.

Signature: _____

Date: _____