

Terms & Condition's for Riders

Absence - We need to know if you are **not** coming. Please call on 07 544 1899 by 9am to advise of absence. Leave a message if it goes through to the answerphone as it is cleared regularly throughout the day. If you know in advance you will not be able to attend your day, please email admin@taurangarda.co.nz

Fees - Fees are paid on a term-by-term basis in advance. We will email you an invoice at the beginning of each term. Fees are due 7 days of the date of invoice. As our fee is a term fee, you will not be refunded or credited for any sessions unless there are extenuating circumstances, and then you must apply in writing to manager@taurangarda.co.nz, where it will be considered by the RDA Committee.

Payment can be received by;

- Cash/EFTPOS (at the Office) – a receipt will be issued.
- Internet payment – Account no. **020466 0347401 00** (please use riders name and Invoice Number as a reference).

Withdrawal from Programme - In the event you no longer wish for your rider to participate in our programme please let the Coach know with as much notice as possible. Please see Fee policy above.

We reserve the right to withdraw riders from the programme;

- if the health and safety of our horses, volunteers, staff and/or riders is put at significant risk and we cannot mitigate this risk adequately.
- if, after consultation with parents/carers, we feel that there is no further benefit in remaining in the programme or that continuing with the programme is detrimental to the rider's wellbeing.
- if a rider's weight exceeds 75kg and/or we are unable to provide a suitable horse/pony.
- if rider fees remain unpaid after due date. We will communicate with you during this process, but in the event of prolonged unpaid fees it is likely that riders will be stood down and the placement will be offered to another rider on our wait list.
- if you have been absent without advising us three times in a term.

Tauranga Riding for the Disabled is a goal-based programme. All riders in our programme have specific plans written to meet individual needs as discussed and agreed by the rider, our coaches, parents, carers, therapists, teachers etc (any combination of these). If a rider reaches all their goals, and we are unable to provide any further meaningful goals, we will 'graduate' the rider from our programme. This means they will reach the end of their RDA journey.

Inclement Weather - It is not often that we have to cancel as we have an indoor arena. However sometimes we may have to cancel due to inclement weather or events happen that are out of our control. We will advise you by email or by phone with as much notice as possible. Please make sure we have your current contact details. In the event that lessons are postponed by Tauranga RDA, you will receive a makeup date. If the lessons are cancelled by Tauranga RDA, you can receive a credit or refund.

Documentation - Prior to riding with Tauranga RDA group it is a requirement to have the required paperwork completed and submitted. This includes a Rider Participation Agreement and a current Medical Consent form. This will be discussed at your pre-ride assessment. We are unable to ride anyone without these forms.