

PC Coaching Certificate Cancellation and Refund Policy

Thank you for booking a PC Coaching Certificate with The Pony Club. The Pony Club is committed to delivering a high-quality learning experience. Therefore, please ensure you read and understand the certificate cancellation and refund policy.

1.0 Your cancellation rights

1.1 How to cancel

To cancel your PC Coaching Certificate booking email training@pcuk.org and include:

- Your name and email address
- The course date and location
- Reason for cancellation

The cancellation timescales and associated fees are outlined in *Table 1* below.

Table 1 Cancellation timescales and applicable refund

Calendar days' notice before the start date of the certificate	Refund applicable
29 calendar days or more	Full refund minus £55.00 administration fee.
15 - 28 calendar days	50% refund minus £55.00 1 st 4Sport Registration fee
1 - 14 calendar days	No refund given
Failure to attend	No refund given

2.0 Transfers

2.1 How to Transfer

To request a transfer to another PC Coaching Certificate email training@pcuk.org and include:

- Your name and email address
- The course you are currently booked onto, date and location
- The alternative course you would like to be booked onto, date and location
- The reason for transfer

The transfer timescales and administration fees are outlined in *Table 2* below.

Table 2 Transfer timescales and administration fees

Calendar days' notice before the start date of the certificate	Fee to transfer to a new certificate
29 calendar days or more	Free transfer to the alternative certificate
15 - 28 calendar days	Administration fee of £55.00
1 - 14 calendar days	No refund given
Failure to attend	No refund given

In extenuating circumstances, The Pony Club may waive cancellation fees at The Pony Club discretion.

Extenuating circumstances are defined as serious, exceptional, and unavoidable events that prevent attendance. Examples include:

- Serious illness or accidents
- Death or critical illness of a close friend or relative.

4.0 No Shows

Failure to attend the PC Coaching Certificate without prior cancellation will result in no refund provided and there will be no option to transfer to a new date.

5.0 Cancellation of PC Coaching Certificate by The Pony Club

5.1 Insufficient enrolment numbers

- **Minimum learners required:** Each PC Coaching Certificate requires a minimum number of learners enrolled for effective learning experience.
- **Notice period:** We will endeavor to notify learners no later than 14-days of the certificate start date if cancellation is necessary.

In the event of insufficient enrolment numbers, learners will be offered a free transfer to an alternative certificate date (subject to availability) or a full refund if the alternative course dates do not work for you or an alternative cannot be found.

Refunds will be processed within 7-days of the cancellation.

5.2 Coach Educator Unavailability

The PC Coaching Certificate courses are delivered by experienced and knowledgeable coach educators. In the unlikely event of coach educator illness or injury:

- **First option:** Find an alternative coach educator.
- **If no replacement Coach Educator can be found:** The PC Coaching Certificate will be cancelled or rescheduled by The Pony Club.

24-hours' notice will be given in the event of coach educator unavailability however emergency situations may require same-day notification.

5.3 Venue Cancellation, Changes or Demo rider unavailability

The Pony Club work collaboratively with external equestrian venues and rely on volunteer demo riders to host and deliver the PC Coaching Certificate. In the unlikely event the venue cancels or insufficient demo riders are recruited the booking:

- **First option:** Offer an alternative date.
- **If an alternative date cannot be found:** The PC Coaching Certificate will be cancelled.

24-hours' notice will be given in the event of venue cancellations / changes however emergency situations may require same-day notification.

- An additional cost may be incurred for assessment or re-assessment outside of the original assessment date outlined on the original booking.
- The Pony Club will have no liability to reimburse any other costs that may have been incurred in association with the PC Coaching Certificate, including but not limited to transport and accommodation.
- All refunds are processed within 7 days of approval and confirmation via email
- Booking fees are non-refundable
- PC Coaching Certificate transfers are subject to availability

For questions about this policy, please email training@pcuk.org

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