Refund Policy

This policy applies to all Red Kite TREC Group organised events and competitions.

Any communication with regard to withdrawing or changing entries must be made in writing to the email address/s provided on the event schedule, normally the Entry Secretary.

Withdrawals requested **before the advertised closing date** will be provided with a credit note or the entry transferred, free of charge, to a future scheduled event. Only in exceptional cases, or cases where the value exceeds £40, will money be refunded to the entrant's bank account, in this case the club reserves the right to retain an administration fee. In the spirit of good sportsmanship, withdrawals should be made with as much notice as possible to allow others to take the place and to reduce workload for committee members.

Requests for changes to entries made before the advertised closing date will be accommodated if possible, however the club is under no obligation to do so. If changes cannot be made, then withdrawal with the terms above is an option.

Withdrawals after the advertised closing date are not normally provided with a refund or credit for future bookings. If a refund is sought, it must be requested in writing before the date of the event to the email address provided on the event schedule. The correspondence will be considered at the next available committee meeting. A doctor’s or veterinary certificate may be requested before a refund/credit is considered. The club is under no obligation to provide a refund/credit and reserves the right to retain an administration fee.

Entrants who have been placed on the waiting list and are not successful in making it into the event, will have their payments refunded or credited. In the case of refund the club reserves the right to retain an administration fee.

In the event of Red Kite TREC Group cancelling an event, entry fees will be refunded or credited. The club reserves the right to retain an administration fee.

Refunds will not be processed until after the event and may take up to 30 working days to process.