



PRE-PAID ENTRY & REFUND GUIDELINES

November 2023 V1.2



ONLINE NOMINATION PLATFORM PRE-PAID ENTRY & REFUNDS

- This document contains guidelines only. These guidelines work in conjunction with AERAonline Entry & Refund Policies.
- Ride Organising Committees [ROCs] can apply their own refund policies and use any preferred online nomination platform.
- The Refund Policy must be advised to entrants/members on the online booking site and in the event and Endurance NSW social media.
- Refunds are always at ROC discretion however we ask ROCs to help us move towards an earlier entry date for riders by having a lenient refund policy to encourage this. Refunds are processed via AERAonline without the entrant needing to contact the ROC, unless they choose to. The ROC will receive a notification via email when a rider has requested a withdrawal on AERAonline and then the ROC can log-in to the AERAonline refund screen and select a % to refund.
- Early entry will allow ROCs to have an accurate idea of rider numbers so they can plan and budget accordingly – such as having enough vets, amenities, catering and water. Endurance NSW recommends closing entries 3-5 days prior to the event and advertising the closing date. To encourage riders to feel confident to enter early we encourage a full refund (less bank fees) whenever it is viable.
- Riders can nominate to enter an event and not pay upfront which gives ROCs an idea of numbers and allows riders to pay once they are certain they are OK to attend - although they must pay before the nominations are closed. Closing date for nominations needs to be well advertised.
- Using the AERAonline platform means all changes up until the event are managed by the entrant, including withdrawals, horse substitution, changing event etc, so Ride Organisers do not need to do any amendments. ROCs that use other nomination platforms would be required to do these amendments and pre-ride data entry into AERAspace.
- No data entry is required prior to the event with AERAonline as once nominations are rolled over to entries the rider and horse data is already in aeraspace – resulting in time savings for ROCs.
- ROCs are encouraged to give confidence to entrants that they will provide a 100% Refund (less bank charges) for withdrawal up to midnight the day prior to pre-ride vetting.
- Horse and rider substitution should be allowed up until entry at the office at the ride base.
- Online nomination platforms and all event promotional material should advise that entries are not available on the day of the event.
- In the event a rider cannot use the nomination platform, phone nominations and payment must be taken before the ride closing date.
- ROC Bank Accounts should reflect the entity of the Incorporation entered on the Ride Booking Form. Private bank accounts can not be used.

For assistance, contact Endurance NSW Ride Booking Coordinator:

Clare Fleming: flemingoendurance@gmail.com