



Musketeer Event Management Withdrawals & Cancellations Policy

Withdrawals

All withdrawals must be made by email to entries@musketeer.co.uk Phone calls/text/WhatsApp messages may not be picked up in time and do not constitute a withdrawal.



FEI Withdrawals

Entries

- **Prior to closing entries (CoE) or 21 days prior to event (whichever occurs first)** - Full refund minus any charges incurred for card payments.
- **Post closing entries (CoE) or within 21 days to the start of the event**, any entries that can be replaced will be refunded the entry and start fee minus an admin charge of £20 plus VAT. In the event of an entry not being replaced only the start fee and EADCMP fee will be refunded.
- No refund of entries will be made 48 hours prior to the event beginning.
- No refund of entries will be made following the presentation of a Veterinary certificate or medical certificate – only if the entry can be replaced.

Stabling

- **Prior to the deadline for booking stables** - Full refund minus any charges incurred for card payments.
- **Post the deadline for booking stables** a refund will be issues where possible however riders/owners must appreciate that at times this is not possible. Where stables are cancelled, and it is possible to replace with other horses, refunds (less a booking fee of £20 plus VAT) will be refunded. Stables that we are not able to replace will not be refunded.

Hookup

From confirmed booking and payment of generator/cabling etc. MEM will deduct all associated cost at the point of cancellation and then refund the balance between each booked hookup equally. All refunds will be made on a case-by-case basis.



British Eventing Withdrawals

Entries – Refunds will be issues in accordance with the British Eventing rule 4.12.2 - Minimum Refund Policy

Stabling

- **Prior to the deadline for booking stables** - Full refund minus any charges incurred for card payments.
- **Post the deadline for booking stables** a refund will be issues where possible however riders/owners must appreciate that at times this is not possible. Where stables are cancelled, and it is possible to replace with other horses, refunds (less a booking fee of £20 plus VAT) will be refunded. Stables that we are not able to replace will not be refunded.

Hookup

From confirmed booking and payment of generator/cabling etc. MEM will deduct all associated cost at the point of cancellation and then refund the balance between each booked hookup equally. All refunds will be made on a case-by-case basis.

There will be no refunds prior to the event, all refunds will be dealt with, post event and riders/owners notified if refunds are applicable.



The Abandonment Refund Heads of Terms

National BE Affiliated event all national classes and FEI Classes -

BE Abandonment Support Fund (the Fund) may provide a goodwill payment to Competitors in the event of the Weather Abandonment.

4.11.7 Uninsured Events: All other Events may be eligible for support from the Fund in the event of a Weather Abandonment after the Ballot Date or the date which is 21 days before the Event (whichever occurs first). In the event of Weather Abandonment, the Fund intends, at its sole discretion, to pay to Competitors the goodwill amounts set out below. BE will also reduce the Affiliation Fee payable by the Organiser in respect of each Entry where an uninsured Event Weather Abandons, as set out below. For 2025, the Affiliation Fee payable by Organisers to BE in respect of each Entry is £2.50 for GO BE, and £6.25 for all National classes and £8.25 for International classes (4*S and below) and for 4*L and 5* Events, for which the Affiliation Fee is set out in Rule 1.7:

Time of Weather Abandonment	Intended total Entry Fee refund (up to) (less Booking Fee)	Organiser contribution %	Intended Fund goodwill payment (up to) % Entry Fee	National Classes Affiliation Fee paid to BE (per Entry)	GO BE Affiliation Fee paid to BE (per Entry)	FEI Classes Affiliation Fee paid to BE (per Entry)	4*L & 5* Event Affiliation Fee paid to BE (% payable of total Affiliation Fee)
Before the Ballot Date or the date which is more than 21 days before the Event (whichever occurs first)	100%	100%	0%	£0	£0	£0	0
Between 10 days before the Event and Ballot Date or the date which is 21 days before the Event (whichever occurs first)	70%	50%	20%	£2	£1	£2.70	25%
Between 6 and 9 days before the Event	70%	30%	40%	£3	£1.50	£4.00	50%
Between 5 and 4 days before the event	70%	20%	50%	£5	£2	£6.60	75%
Up to 3 days before the event or during the event	70%	10%	60%	£5	£2	£6.60	75%

For the avoidance of doubt, in the event of a Weather Abandonment of an uninsured Event the Organiser is only liable to refund the proportion of the Entry Fee set out in the column above. If the Fund does not make any goodwill payment for any reason, the Competitor will only receive the refund contribution payable by the Organiser.



Refund in the event of an abandonment - Onsite Stabling:

Stage 1 - From confirmed booking and payment of stables by MEM to the supplier (10- 12 days) prior to when stables open, until 5 days prior to Stables open - 40% of stabling fee refunded.

Stage 2 - 5 days prior to Stables open to the start of competition - 20% of stabling fee refunded

If after all costs incurred associated with stables there remains a positive balance, then an additional re-payment may be made e.g. unused/re-saleable bedding.

Refund in the event of an abandonment - Hookup:

From confirmed booking and payment of generator/cabling etc. MEM will deduct all associated cost at the point of cancellation and then refund the balance between each booked hookup equally.

Other Terms

All refunds for stabling and hook up will remain at the discretion of the Organisers and a refund level for one event may not be the same as for another.

All entry refunds will be entry fee + VAT as paid at the time of entry but will not include any transaction fees imposed by the e-commerce or entry portal facilitator.

All refunds will be made within 21 days of the intended date of the event. Only the minimum refund will be set out in the event's schedule. As soon as possible after the event has been abandoned (and no later than 6 weeks) Events are requested to make additional refunds if event costs allow, based on the principle that events should not profit from an abandonment. Details of this are to be agreed.

Consideration into creating this refund policy are almost entirely financial both those supplier whom will have committed in good faith to supplying the event and therefore the sport as well as for MEM as a business. These considerations are based on costs incurred rather than revenue/profit lost. We recognise there will be no winners in any of these circumstances.

We sincerely acknowledge and appreciate the patronage of all Owners, Riders, Volunteers and Sponsors and we will do all we can to be balanced and fair in what are challenging times for all concerned.

