

USHJA POLICY STATEMENT

Subject: Membership and Customer Service Finance Policy

Policy Number: MEM110

Date of Board Adoption: July 14, 2025

Board Approved Effective Date: July 14, 2025

The following policies are applicable to membership and horse processes. Exceptions are at the Executive Director's discretion.

Refunds

Refund requests must be made in writing within 14 days of purchase. Eligibility for a refund is contingent upon the item not having been used at a competition. Exception: Show Pass Fees are non-refundable.

Auto-Renewal Enrollment/Unenrollment

Members are responsible for managing their own auto-renewal preferences. Enrollment or unenrollment in the auto-renewal program must be completed by the member through the Manage My Billing section of the online member portal. USHJA staff are not authorized to enroll or unenroll members in the auto-renewal program on their behalf under any circumstances.