

## **NORTHERN IRELAND HORSE BOARD** **TERMS & CONDITIONS**

By making an application to the Northern Ireland Horse Board Co-operative Society Limited (NIHB) you are consenting to these Terms and Conditions of use:

The Northern Ireland Horse Board has been approved by DAERA as a Passport Issuing Organisation and adheres to the rules set out in [The Horse Passport Regulations \(Northern Ireland\) 2010](#) and [Commission Regulation EC 262/2015](#)

### **1. Membership**

1.1 Should you wish to become a member of the NIHB you will need to fully complete a membership application form. Membership runs per calendar year and can be cancelled at any time by sending written notice to the NIHB registered office along with your NIHB Share Certificate. You will be refunded the amount of £10, equal to the numbers of NIHB shares you purchased at the time of joining. NIHB reserves the right to refuse or cancel any application.

1.2 By submitting an application for membership you agree for your personal information to be recorded and held by the NIHB.

1.3 Your data will be shared with Horse Sport Ireland (HSI) to enable you to receive discounts on Irish Horse Register passport applications completed through the HSI office.

1.4 Membership renewal costs £25.00

### **2. Passport Applications**

2.1 Ownership – The passport is not a certificate of legal ownership and remains the property of the NIHB and can be recalled at any time.

2.2 Amendments – When an application received by NIHB is incomplete or requires amendments, the applicant will be liable for a re-submission fee of £5.

2.3 Cancellation – If an application is cancelled by the applicant before the passport has been issued a refund will be given, if the application is later re-submitted the applicant will be liable for a re-submission fee of £5. Once the passport has been issued you do not have a right to cancel the order due to the personalised nature of a passport, therefore the application fee will be retained by NIHB.

2.4 NIHB reserves the right to refuse or cancel any application.

2.5 Your data will be shared with the UK Central Equine Database, for more information on this email [equine.identification@defra.gsi.gov.uk](mailto:equine.identification@defra.gsi.gov.uk)

### **3. Payment**

3.1 Cheques, Bank Drafts and Postal Orders are accepted, payable to NIHB. Cash payments are accepted when visiting the NIHB office in person.

3.2 Where cheques are returned to the NIHB unpaid by the bank, you will be required to pay a £15 administration fee in addition to the original amount.

### **4. Liability**

Whilst the NIHB believes the information contained within our passports to be correct we cannot guarantee its accuracy, in particular where it is dependent on information supplied to us. Therefore, we cannot accept liability for any loss resulting from errors that may occur. Our maximum liability is limited to a full refund of the application fee paid at the time of order.

### **5. Complaints**

If you wish to make a formal complaint to the NIHB you must submit it in writing to our registered office. Your complaint will be acknowledged and investigated by the Board of Directors. You will be advised in writing of the outcome of your complaint. We aim to respond to complaints in full within four weeks. If you are unhappy with the outcome of your complaint you have the right to appeal, which will be reviewed by an independent adjudicator. An outline of our complaints procedure can be viewed [HERE](#)

### **6. Contact**

NIHB can be contacted by phone on 028 38 343355, email [info@nihorseboard.org](mailto:info@nihorseboard.org) or post at our registered office: NIHB, The Meadows Equestrian Centre, Embankment Road, Lurgan, Co Armagh, BT66 6NE.