

BOOKING POLICY

Due to school policies and administration requirements we are required to support all bookings with accompanying documentation.

TERMS AND CONDITIONS

- ❖ ALL bookings must be made through the online booking system.
- ❖ All riders are required to register with St Teresa's Equestrian before making any bookings.
- ❖ Anyone wishing to participate in stable management training or pony days does not require a riding assessment, but must still register with St Teresa's Equestrian before joining any activity.
- ❖ Full payment must be made at the time of booking.
- ❖ We are able to accept payment by Bank Transfer (BACS) or cheque (payable to St Teresa's School) if the online payment is not possible. We are also able to accept payment by card over the phone.
- ❖ We are unable to accept riders with a body and equipment weight of 11 stone (70Kg) or more.
- ❖ If a rider has booked a three-quarter of an hour shared lesson but there is only one rider, the lesson will only be half an hour in length (thus the equivalent value of a half hour private lesson).

HACKING

- ❖ Off-site hacking is only available to over 12's who have passed either their BHS Riding and Road Safety Test or the Pony Club Road Rider Certificate (not badge). Riders must provide their certificates which will be copied to STE files.
- ❖ Riding assessments for riders over 18 who wish to hack will include an assessment of road safety awareness. Riders may be required to undergo road safety training before hacking off-site if their road safety awareness is considered insufficient.
- ❖ Those wishing to hack must already be able to walk, trot and canter in a light seat safely in the arena and be able to turn and look behind themselves whilst mounted in the walk and rising trot.

ONLINE BOOKING SYSTEM

- ❖ Please follow the link to the booking system st-teresas-equestrian.ecpro.co.uk
- ❖ Parents/Guardians are required to create an account under their name and complete a registration form for every rider when added to the account.
- ❖ Termly lessons, assessments, adhoc lessons and hacks must be agreed through the office before they can be booked on the system.
- ❖ Pony Days may be booked directly through the system without consulting the office.

CONTACT

- ❖ St. Teresa's Equestrian Office on 01372 750257 or equestrian@st-teresas.com
- ❖ Only e-mails received at the equestrian@st-teresas.com address will be accepted for booking purposes. Please do not contact staff members using their direct e-mail accounts.

CANCELLATION POLICY



An equestrian facility is a labour intensive and costly undertaking, essentially funded by the horses and ponies being used to provide riding lessons and related activities. Additionally, Instructors and staff who help the girls before/ during/after lessons have to be booked in advance to provide the training and support which customers rightfully expect. When lessons are cancelled at short notice however, all the committed costs still have to be met. As a result, it is necessary to define the Terms and Conditions for Cancellation of all horse/pony related training activities to ensure that the establishment is efficiently and economically managed.

TERMS AND CONDITIONS

- ❖ No monetary refunds will be given, however credit may be issued in certain circumstances detailed below.
- ❖ If notice of cancellation is received **LESS than 48 hours** in advance of the scheduled activity, no alternatives will be offered, no credit will be issued and the activity is not eligible for transfer.
- ❖ If notice of cancellation is provided **48 hours in advance or more** that they are unable to attend their timetabled session, participants will receive credit for the equivalent value of the session, or to reschedule a catch-up session where possible.
- ❖ If we are unable to offer ridden training due to weather or unforeseen circumstances, stable management or equitation theory training will be provided instead. However, riders will be expected to arrive dressed to ride in all weathers **with suitable outdoor clothing befitting the weather conditions.**
- ❖ In the unlikely event that STE has to cancel a lesson or an activity completely, riders will receive credit for the equivalent value of the session, or to reschedule a catch-up session where possible.
- ❖ Riders are required to give **six weeks' notice** to cancel regular termly riding slots. **However, in the case of Autumn Term cancellations, notice must be received BEFORE the school breaks up for the summer holidays, i.e. nine weeks.**
- ❖ Cancellations may be notified to the office by email or phone, or can be cancelled by the account holder on the booking system.

SHOW ENTRIES

- ❖ Show entry cancellations are non-transferrable and non-refundable, except on production of a doctor's or veterinary surgeon's note, in which case a voucher for the equivalent value of the entry fee will be issued.

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