

BOOKING POLICY

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

TERMS AND CONDITIONS

- ❖ All new riders and the Parents/Guardians of riders are required to create an account under their name and complete a registration form for every rider, using the St Teresa's Equestrian Ecpro booking system:

st-teresas-equestrian.ecpro.co.uk

This must be done before it is possible to register for termly lessons or to book ad hoc lessons or pony days.

- ❖ Termly lessons, assessments and hacks must be agreed through the office before they can be booked on the system.
- ❖ Ad hoc lessons and pony days can be booked directly through the booking system once the lessons have been made 'live' and an account has been created by the user.
- ❖ All new riders are required to have an initial assessment lesson.
- ❖ Anyone wishing to participate in stable management training or pony days does not require a riding assessment, but must still contact St Teresa's Equestrian before joining any activity.
- ❖ Full payment must be made at the time of booking or within 2 weeks of receiving the invoice.
- ❖ If online payment is not possible, we are able to accept payment by Bank Transfer (BACS) or cheque. If you need to pay in this way, please contact the office.
- ❖ 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 those over 12 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.

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

General

- ❖ No monetary refunds will be given but credit will be applied as outlined in these terms.
- ❖ If STE are unable to offer ridden training due to weather or unforeseen circumstances, stable management or equitation theory training will be provided instead. Please note that 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 will be offered a catch-up session if possible.
- ❖ In all circumstances, in order to qualify for a credit, cancellations **MUST** be notified to the office by email or phone and **NOT** by the account holder on the booking system:
St. Teresa's Equestrian Office on 01372 750257 or equestrian@st-teresas.com

Termly lessons

- ❖ Riders who agree to termly lessons must **commit to all 10 lessons** and cancellations will only be accepted if there is a conflict of schedules with other Effingham School Trust events. Details of the event may be requested by STE.
- ❖ In the instance of an unavoidable conflict with such an event, a **week's notice** will be required. STE will endeavour to offer a catch-up session, but in the event that this is not possible, a credit will be applied to the account.
- ❖ If a rider **doesn't attend for three lessons** during the term, they will lose their right to renew their termly slot and their place will be offered to riders on the STE waiting list.
- ❖ 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 as per the St Teresa's website, i.e. nine weeks.**

Non-termly/Ad-hoc lessons

- ❖ Notice of cancellation must be given **48 hours** in advance or more in order to receive a credit for the session or to be offered a catch-up session.
- ❖ 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.

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.