

Booking & Cancellation Policy

We are delighted you are considering lessons at St Teresa's Equestrian. To make the booking process as smooth as possible, we use an online booking system called EC Pro. This system allows clients to book, view and pay for lessons with ease. It is important, however, to note the following Booking and Cancellation Terms and Conditions.

Booking 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 EC Pro 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, off-site hacks or the BHS courses (BHS Pony Stars and BHS Challenge Awards) must be agreed through the office before they can be booked on the system.
- ❖ Ad hoc lessons and pony days/half 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.
- ❖ The first riding lesson for all new riders will be an assessment lesson unless they have attended a pony day/half day (in which their riding will have been assessed).
- ❖ Full payment must be made at the time of booking or upon receipt of the invoice.
- ❖ 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).
- ❖ For the welfare of our current horses/ponies, we are currently unable to accept riders with a weight of 11 stone (70Kg) or more (total weight when dressed to ride with appropriate clothing and boots).

Hacking

STE offers hacking on site around the beautiful fields and woods of St Teresa's School, for our junior and less experienced riders.

For off-site hacking, the following rules apply to ensure the safety of the riders, staff and horses.

- ❖ Off-site hacking is only available to riders who are 11 years old and over and who can walk, trot and canter in a light seat safely and can turn and look behind whilst mounted in the walk and rising trot (STE Grade 8). **We would strongly advise riders to take the BHS Ride Safe course and exam.**
- ❖ Non-STE riders who wish to hack off-site will need to have a free assessment to check their competence.

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 terms and conditions

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.

General

- ❖ No monetary refunds will be given but credit will be applied as outlined in these terms.
- ❖ If STE is 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 a 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

Discounted termly lessons

- ❖ Riders who commit to all 10 termly lessons will be entitled to a **10% discount** on the understanding that it is not possible to receive a refund/credit for a cancelled lesson for whatever reason. It will, however, be possible to move 2 lessons within the term (subject to availability) due to an unavoidable conflict with an Effingham School Trust event for which the rider's presence is mandatory/critical, as long as 72 hours' notice is given.
- ❖ If a Rider's termly lesson slot falls on a **Monday**, the commitment will reduce depending on the number of Bank holidays/Inset Days during the term. **STE will not run lessons on Bank holidays/Inset Days**, so the commitment will be to the number of lessons minus the Bank holidays/Inset Days. The policy will be as outlined in the bullet point above.

Full price termly lessons

- ❖ For riders who need more flexibility, it is possible to book termly lessons without the discount.
- ❖ Cancellations will be accepted due to an unavoidable conflict with an Effingham School Trust event for which the rider's presence is mandatory/critical, as long as 72 hours' notice is given. **IMPORTANT:** please do not sign your child up for a sport on the day their lesson has been assigned.
- ❖ 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.
- ❖ Autumn Term: for existing riders, it may be possible to reschedule their termly slot if a conflict with another activity becomes apparent at the start of the Autumn Term. This must be done before the second week of term when riding lessons begin.

General termly

- ❖ 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 termly 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/Holiday activities

- ❖ Notice of cancellation must be given **72 hours** or more in advance 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 72 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.

NSEA Show Entries

- ❖ NSEA 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 credit for the equivalent value of the entry fee will be issued.

Arena hire

- ❖ The Arena is available to hire for free by pupils and staff of the Effingham Schools Trust but it is requested that 72-hours' notice is given for any cancellations.
- ❖ The Arena is also available to external hire for a fee. Notice of cancellation must be given **72 hours** or more in advance in order to receive a credit for the booking.