

# BOOKING & CANCELLATION POLICY



## Booking Terms and Conditions

- All new riders and the Parents/Guardians of riders are required to create an account and complete a registration form for every rider, using the St Teresa's Equestrian [EC Pro](#) booking system. This must be done before it is possible to register for termly lessons or to book ad hoc lessons or pony days.
- 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).
- 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 EC Pro.
- 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.
- For Effingham School Trust pupils, termly fees will be added to the Termly School Fees.
- For external clients, STE will provide a link to purchase a lesson package through the Evolve system.
- For all other lessons or activities, payment can be made via EC Pro at the time of booking or upon receipt of an invoice from EC Pro.
- 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 horses/ponies, we are currently unable to accept riders who are Grade 0-7\* with a weight of 11 stone (70Kg) or more (total weight when dressed to ride with appropriate clothing). For those above Grade 7\*, we are only able to accept riders with a weight of up to 13.5 stone (85Kg).

\* Please contact STE for Grade details

## Hacking

- For our junior and less experienced riders, STE offers hacking on-site around the beautiful fields and woods of St Teresa's School.
- For more experienced STE riders who wish to hack in the wider countryside, we offer off-site hacking. This is only available to riders who are 11 years old and over, 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).
- Non-STE riders who wish to hack off-site will need to have a free assessment to check their competence.

We would strongly advise riders to take the BHS Ride Safe course and exam. STE often runs these four-day courses (3 hours per day) in the holidays, subject to demand. Please email if you are interested in booking onto this course.

## **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 and 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 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.
- In the unlikely event that STE has to cancel a lesson or an activity completely, riders will be offered a catch-up session or receive a credit for the equivalent value of the session if a catch-up session is not possible.
- In all circumstances, in order to qualify for a catch-up or credit, cancellations must be notified to the office by email or phone, and not by the account holder on the booking system. Please see contact details at the end of this document.

### **Termly lessons**

#### Package 1 - full price lessons (Effingham Schools Trust riders only).

- It is possible to reschedule unlimited lessons due to an unavoidable conflict with an Effingham Schools Trust event for which the rider's presence is mandatory/critical, as long as 72 hours' notice is given. STE will endeavour to offer a catch-up session, but in the event that this is not possible, a credit will be applied.
- A term's notice is required by the client to cancel the termly commitment to lessons otherwise lessons automatically renew each term.

#### Package 2 - discounted lessons (Effingham Schools Trust riders only).

- It is possible to reschedule up to 2 lessons within the term due to an unavoidable conflict with an Effingham Schools Trust event for which the rider's presence is mandatory/critical, as long as 72 hours' notice is given. STE will endeavour to offer a catch-up session, but in the event that this is not possible, a credit will be applied.
- A term's notice is required by the client to cancel the termly commitment to lessons otherwise lessons automatically renew each term.

#### Package 3 - external riders

- For External riders it is possible to cancel one lesson per term if 72 hours' notice is given. A credit will be applied.
- Whilst STE welcomes external riders, the Equestrian facility is funded by the Effingham Schools Trust and as a result priority must be given to pupils of the Trust. STE reserves the right to give riders external to the Trust a term's notice should a riding slot be required by a pupil of the Effingham Schools Trust.

### **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.

### **Courses**

Notice of cancellation of Courses that are 2 days or more must be given 30 days in advance of the start date.

### **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.

### **BHS Courses and Exams**

STE's cancellation policy is in line with that of the BHS and STE is unable to refund the BHS administration, Centre fee and Assessor fee if assessments are cancelled, unless the candidate notifies the STE in writing within 14 days of the candidate registration being submitted to the BHS by STE. If a cancellation request is received more than 14 days after the candidate registration form, the BHS administrative fee, Centre fee and assessor fee will still be due.

### **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.

## **CONTACT**

St. Teresa's Equestrian Office on 01372 750257

[equestrian@st-teresas.com](mailto:equestrian@st-teresas.com)

Only e-mails received at the [equestrian@st-teresas.com](mailto:equestrian@st-teresas.com) address will be accepted for cancellations and for termly lesson and BHS course & exam bookings.