



## ONLINE BOOKING AND RECORDS

## HOW TO & INFORMATION SHEET



# WE ARE CHANGING!

## New Online Lesson Booking System

We are delighted to announce that we will soon be moving over to a new online booking system.

## WHAT DO I NEED TO DO?

All clients will need to initially take the following easy steps to register

- **'Visit'** the link to access the booking system

<https://smeltingsfarmridingcentre.ecpro.co.uk/>

- **'Register'** by completing your account details.
- **'Verify Your Email'** by clicking the automated link sent to you by email (check your spam if not received instantly)
- **'Login'** with your email & password details
- **'Add Riders to Your Account'** by following the instructions to click on the link to rider registration
- **'Rider Registration'** to be completed with up-to-date details of rider
- **'Submit'** your rider registration details by clicking the submit button
- **'Add Riders'** if more than one individual under the same account for payment/guardian purposes



Once you have registered you can then go and download the app from your app store. Just search EC Pro and then log in with your email address and password.

If you are having problems registering for our new online booking system, please let us know and we can arrange a socially distanced session to create your account for you or offer you online support, please email us at [smeltingsfarm@gmail.com](mailto:smeltingsfarm@gmail.com).

## **How to Book**

Please note that once you have registered and created your account we will need to grade the rider/s before you can book any lessons.

**To book a private lesson**, select private lessons then look for an available lesson slot, click on the time and add this to your basket where you can then pay for the lesson. When booking you will only have the option of School Horse, if you would like to ride a certain horse you can request this under Notes, if available/suitable we will assign you that horse.

**To book a group lesson** you will need to of been assigned a group lesson slot, only this group lesson will then show. To book on the lesson go to the appropriate day click on the Group lesson and again follow the instructions above to book and pay.

## **Private Lessons**

Once you are on the system and you ride on a weekly basis any private lesson slots that you currently have will be reserved for you. This means that only your slot, or any slots that have not been reserved by anyone else and are free will show on your App or PC account for you to book onto.

## **Group Lessons**

For group lessons once a group lesson time has been established for you then again only this group (or groups if you have more than one group lesson) will show up on your account for you to book on.

## **Booking Multiple Lessons**

We are introducing a new block booking discount, pay for six lessons and receive a 5% discount. At present please just book and pay for one week at a time until we have our new weekly lesson timetable, which we can only do once we have additional staff back to work.

## **Notes on Lesson Bookings**

**The new system will work on advanced booking basis so unless you have booked a block of lessons in one session you will need to book each week for the following week.**

If you have a reserved private lesson slot, this slot will be released for others to book if you haven't booked your lesson by the proceeding day. (e.g. if you usually have a private lesson 10am on a Thursday, if you haven't booked by 10am on the Wednesday the slot will come available for others, however, this will just be a one-off and you will still have it reserved for the following week on the same basis.)

Once you have booked a lesson any cancellations will be subject to a 36 hour cancellation policy. Cancellations made with more than 36 hours notice will automatically be credited to your account, with less than 36 hours notice no credit will be given.

### **Credit from previous Lesson Payments**

Any credit that you are owed from previous block payments before Lockdown will be applied to your account, you can then use this to pay for lessons.

### **If you do not wish to use the new system**

If you do not want to use the new system, we can manage your account for you. We would need you present to create an account and then you can either pay for a block of lessons or individual lessons in the office (by Cash, Card or Cheque) and we will book the lessons for you. Please note if using this option to cancel any bookings you must inform us at least 48hrs before by phone or email.

### **Questions or Queries**

We appreciate that this is all very different and we have tried to answer as many questions that might come up as we can, but if you have any other queries or problems please email [smeltingsfarm@gmail.com](mailto:smeltingsfarm@gmail.com) and we can either answer your question via email or arrange an appointment to help you.