



ONLINE BOOKING AND RECORDS

HOW TO & INFORMATION SHEET

WHAT DO I NEED TO DO?

All clients will need to initially take the following 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 your email (check 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 download the app from your app store, just search EC Pro and then log in with your email address and password.

If you have any problems registering for our online booking system please smeltingsfarm@gmail.com.

ONCE REGISTERED

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 have 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 if you ride on a regular weekly basis any private lesson slots that you have can be reserved for you. This means that only your slot, or any slots that have not been reserved by anyone else will show on your App or PC account for you to book onto. Any reserved private slots will be released for others to book if you do not book three days before your lesson time.

Group Lessons

For group lessons once a group lesson time has been established for you 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

You can book a block of six lessons which will then give you a 5% discount. Once you have added six lessons to your basket the discount should be automatically applied when you checkout.

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.

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.

Questions or Queries

If you have any other queries or problems please email smeltingsfarm@gmail.com and we can either answer your question via email or arrange an appointment to help you.