

Berkshire Riding Centre Ltd

Crouch Lane, Winkfield,

Berkshire, SL4 4TN

Tel: 01344 884992

e-mail: info@brc.uk.com

web: www.brc.uk.com



Booking Conditions and Useful Information Riding Lessons

How to Book

1. Book online via the booking system EcPro. Go to the website and press the booking tab. The first time you need to register, choose that option, register then you can book. The tab has useful FAQs to help. Any problems call us.
2. Reception is manned pm Tuesday to Saturdays and full time on Sundays & Mondays.
3. Reception can be contacted by email - info@brc.co.uk , or phone 01344 884992 (please leave a message if the phone diverts to voicemail we will return your call).

Lessons Conditions

1. All new riders, regardless of their capabilities, must have a 30-minute assessment lesson so that we can devise the most appropriate plan for you.
2. Bookings must be paid for in advance, either via the online booking system (EcPro) or via reception.
3. Cancellations or changes may be made, but not later than 24 hours before the booked lesson.
4. If you cancel the lesson with less than 24 hours' notice, we do not give a refund.
5. A valid receipt must be presented to get a refund.
6. Payment may be by cash, card or via prepaid tokens on the on-line booking system
7. Bulk Purchase of lessons (10) can be purchased (online or via reception) in which case we give one lesson free of charge. NOTE: these must be used within 6 months of purchase. Unused lessons will be voided.

What happens if your group lesson is under-booked?

Group lessons are designed, and priced, for 4 - 8 people. If less than this book into a group lesson, then BRC policy is:

1. For 3 people - the lesson will go ahead as normal.
2. For 2 people - we will give a 45 minute semi-private lesson.
3. For 1 person - we will give a 30 minute private lesson.

However, don't worry under booked groups occur very infrequently.

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What do I wear?

- Hard hats to current BHS standards must be worn, with the chin strap fastened correctly. You can borrow one from us, as we have most sizes. But it is best to have your own if you intend to ride regularly.
- Suitable footwear must also be worn – a boot with a small heel. No high heels, platforms or ribbed soles are permitted. Trainers are not appropriate. Again we have a selection for borrowing, but it is best to have your own.
- Stretchy trousers, preferably riding breeches. Jeans are not appropriate. Clothing should be weather appropriate. No arenas are heated or air conditioned and you may be outside, so choose clothing appropriate to the weather.
- Gloves are highly recommended.
- Ladies no low cut, strappy or strapless tops! Please wear T-shirts or polo shirts.
- No jewellery please as it could snag or get stuck.
- Jackets must be done up.