



# Booking Conditions and Useful Information

## Riding Lessons

### How to Book

1. Reception is manned from 9.00am to 6.00pm 7 days a week.
2. Email our Receptionist on [info@brc.co.uk](mailto:info@brc.co.uk), or
3. Call on 01344 884992 (please leave a message if the phone diverts to voicemail she will return your call).

### 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. Lessons are subject to availability.
3. Bookings must be paid for in advance.
4. Cancellations or changes may be made, but not later than 24 hours before the booked lesson.
5. If you cancel the lesson with less than 24 hours' notice, we do not give a refund.
6. A valid receipt must be presented to get a refund.
7. Payment may be by cash, cheque or credit card.
8. Cards purchased (buy 10 lessons get one free) 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:

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



For each of the above the normal group lesson rate will still apply.

You may also cancel your place on a group lesson rather than have a shorter private lesson and rebook for another time, but **please note** you may only find out about this when you arrive for your lesson. Rather than have you arrive to find we have cancelled the lesson we have tried to find a workable alternative to keep you riding.

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

## 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.
- 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.