

## EC PRO – Clients wishing to book for lesson/ride after 4<sup>th</sup> January 2021

- Visit <https://towerfarm.ecpro.co.uk>
- Register by completing account details
- Verify your e mail by automated link sent to you (check spam) if you don't receive you possibly entered your e mail wrongly.
- Login with your e mail and password details
- 'Add riders to your account' by following the instructions
- Rider registration needs to be completed (please note max weight of 105kg). Tick **every** box the rider can do safely.
- Submit – or add other riders wishing to use same account for payment purposes.
- Tower farm then gets your registration so we can grade you, you then only see groups suitable for your riders.
- You **cannot** book until we have given the rider a grade ( we aim to do every submission within 24hrs)
- 1- Total beginner
- 2 Beginner learning to trot
- 3 Learning to canter and pole work, jumping position
- 4 Confident in canter and balanced over single fence
- 5 Capable of trotting without stirrups, cantering and jumping course of small fences 45cms
- 6 Capable of jumping course 75cms, cantering circles, lateral movements
- ( we are aware some of are experienced riders don't like to jump but will still grade you on lesson you normally attend)  
( If you change grades just let us know and we can update account)
- **YOU CAN ALSO ADD THE APP FROM THE APP STORE FOR CONVENIENCE – EC PRO**

To book a session search by date and it will show what available for your riders, if you would like to buy a token ie buy 10 get 1 free complete that transaction before going to book the session so tokens are showing in your account.

### FAQ

Credit is shown in the app, go to account part and scroll to bottom, on the website it automatically shows. Available tokens can be seen if you press the token button.

When you want to book a lesson, follow all the steps till it prompt you to use available credit or token if you have available.

If you need to cancel a lesson out with the 48hr cancellation policy just cancel the lesson and your account will automatically get given a token to use at another time.

The select instructor for private lessons is NOT guaranteed as the way the system works it was only possible to have every instructor available for every slot. Obviously people have days off etc.

We will probably be releasing sessions in 5 weeks slots approx 1.5/2 months prior to the dates but will always announce when new slots added.

Gift voucher to any value available now – you'll need to register to purchase. (you don't need to register a rider though) or pop into the office and we can arrange for you if preferred.

Please be aware at present we are not offering Level 1/2 sessions to 12yrs and over and Treks are not available due to social distancing and all the safety checks required.

Pony rides not available in winter months. You can still get vouchers to be used at a later date.

Riders under 4 yrs are unable to book a group lesson.