

## ECPro Instructions

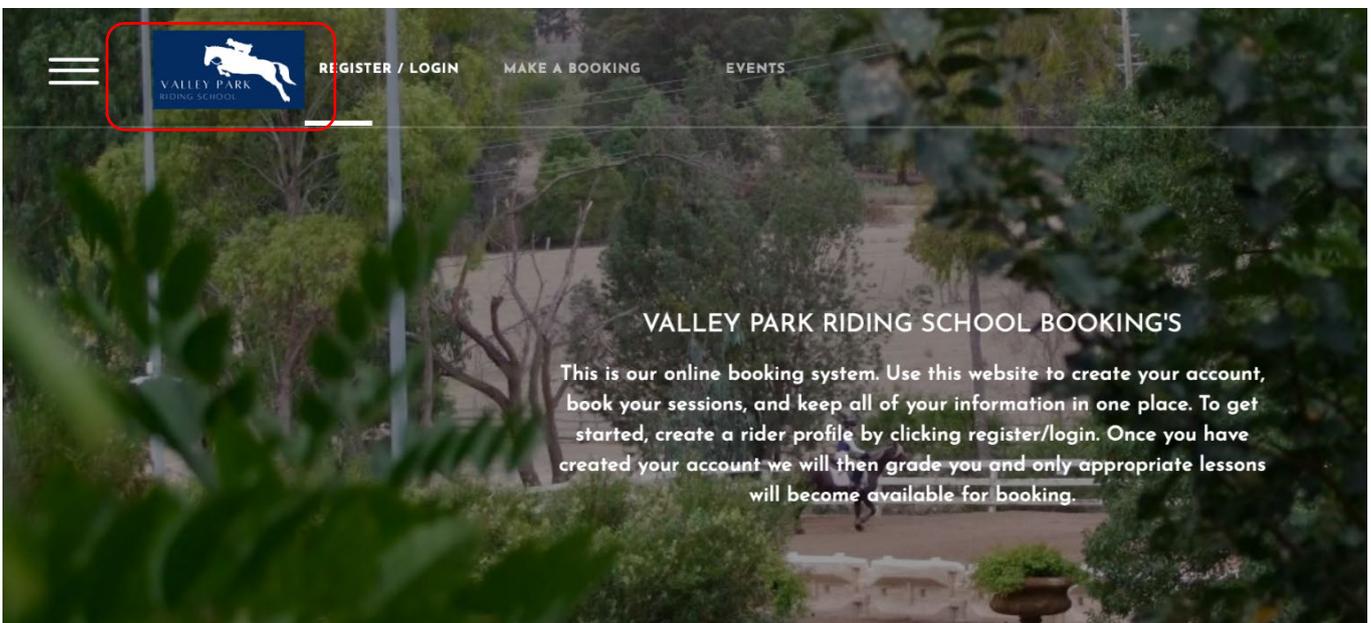
Thank you for taking the time to register with Valley Park Riding School. These instructions will show you how to create a rider profile on our new booking system (a UK based company, EC Pro), make a booking, add payment details and use a v0ucher code.

Once your profile is set up, you'll be able to book lessons with the click of a button and only appropriate lessons based on your level will show. Grading is completed during your first lesson with Valley Park, prior to grading, you will still be able to book lessons (please ignore any pop ups saying you can't book yet).

Please note, some options such as equine therapy, group sessions and pony parties must be booked manually by emailing [info@valleyparkriding.com.au](mailto:info@valleyparkriding.com.au).

### CREATE AN ACCOUNT & RIDER PROFILE ON ECPRO

1. Head to [www.valleyparkriding.ecpro.co.uk](http://www.valleyparkriding.ecpro.co.uk) and click **register/login**.



2. Click to register if you don't already have an account and fill in the information asked. **For any riders under the age of 18, we require that parents/legal guardians create and fill in the information requested.** You can only ride if you have a rider profile.

<b>ALREADY HAVE AN ACCOUNT?</b> LOG IN BELOW	<b>ARE YOU NEW HERE?</b> CLICK TO REGISTER
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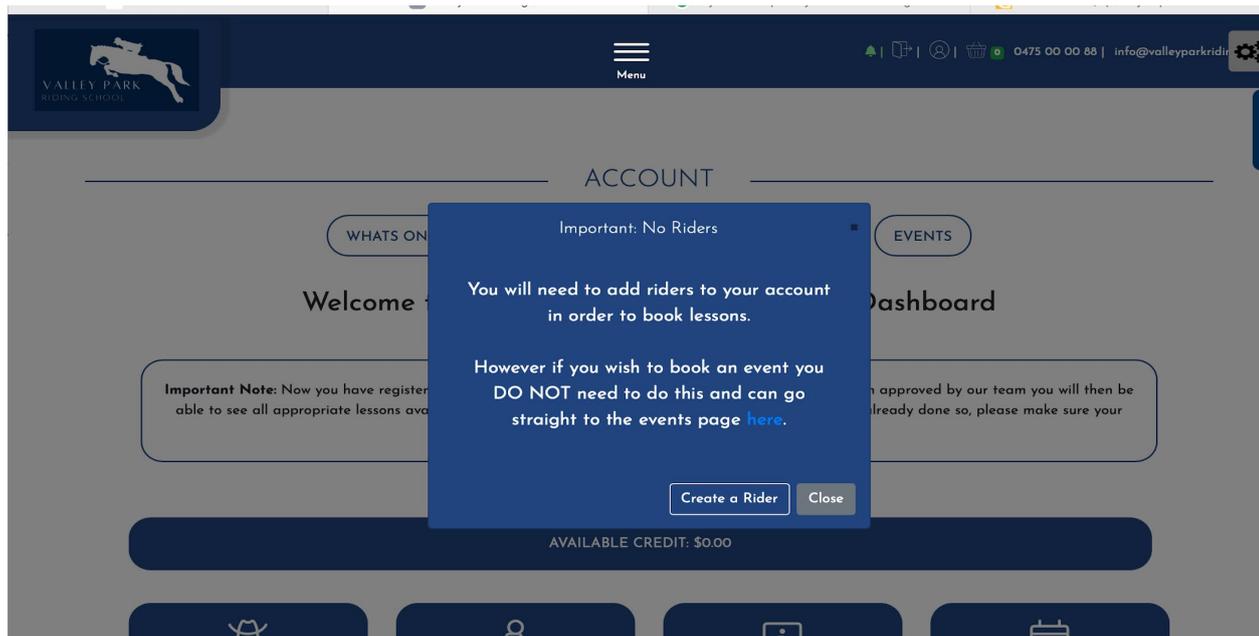
  

E-Mail Address	<input type="text"/>	Password	<input type="password"/>
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Remember Me

[Forgot Your Password?](#)

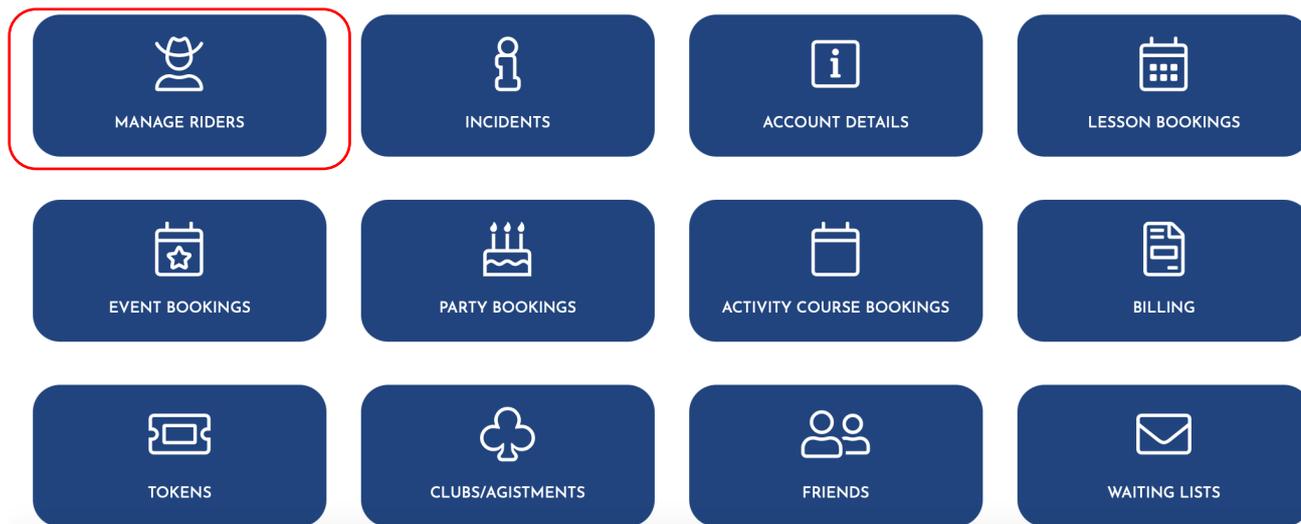
3. On your dashboard you will see a message saying you need to 'add a rider', go ahead and add a new rider, fill in the required information and press 'submit'.



\*If you don't see this pop up, from your dashboard, select 'manage riders', then select 'add rider'.

**Important Note:** Now you have registered please **add riders to your account**. Once Your riders have been approved by our team you will then be able to see all appropriate lessons available to you but this may take up to 48 hours. If you haven't already done so, please make sure your existing riders have the correct date of birth.

AVAILABLE CREDIT: \$0.00



4. Fill in the required fields for each rider that will be booking into Valley Park.

VALLEY PARK RIDING SCHOOL

0475 00 00 88 | info@valleyparkriding.com.au

RIDER REGISTRATION

LOGOUT  
ACCOUNT HOME  
RIDERS  
INCIDENTS  
ACCOUNT DETAILS  
LESSON BOOKINGS  
EVENT BOOKINGS  
PARTY BOOKINGS  
ACTIVITY COURSE BOOKINGS  
BILLING  
TOKENS  
SUBSCRIPTIONS (CLUBS/AGISTMENTS)  
FRIENDS  
WAITING LISTS

Please note that if you are over 12 years we require your COVID-19 Vaccination certificate to ride at Valley Park. Please [click here](#) to upload your certificate.

Register myself as a rider

First Name  Surname

D.O.B

Weight

Stones (st)  Pounds (lbs)  Weight (kgs)

Height

Feet (ft)  Inches (ins)  Height (cms)

5. You should then see a pop up saying you have successfully added a new rider.

If you own your own horse that is not kept at our yard/stables and intend on using this on lessons please click the below. You must only use this option if you use your own horse.

I own my own horses

Update Op

**Rider Created**

Thank you your rider has been added. You may not be able to book lessons until the school has graded them, However you will be able to book events.

Close

6. If you haven't ridden with VPRS previously, once you create a rider profile a message may appear saying you cannot book until you have been graded by us. Please note that you **CAN** book lessons even if you're ungraded and only lessons suitable for ungraded riders will be shown. Once you're graded after your first lesson, more lessons will show up. **Grading will be done in your first lesson.** If no lessons appear and only groundwork sessions are available this means we are fully booked, so please check availability at a later date and book a few weeks in advance.

## You still have ungraded riders on your account

You may not be able to see all of our availability due to you having riders on your account that have not yet been assessed by us.

If you are having issues seeing availability then please get in touch with us

Please note our cancellation policy is currently **48 hours**, if you cancel your lesson within this period you will not get a refund of any kind, the same thing applies if you wish to edit a lesson within **48 hours** of your lesson taking place.

If you wish to cancel or edit outside of this period you will be refunded in account credit. Some of our activities may have a different policy so please ensure you read our refund policy [here](#) Please contact us by email [info@valleyparkriding.com.au](mailto:info@valleyparkriding.com.au) if you need assistance.

WHAT'S ON CALENDAR (WEEK / MONTH)

LESSONS

PRIVATE

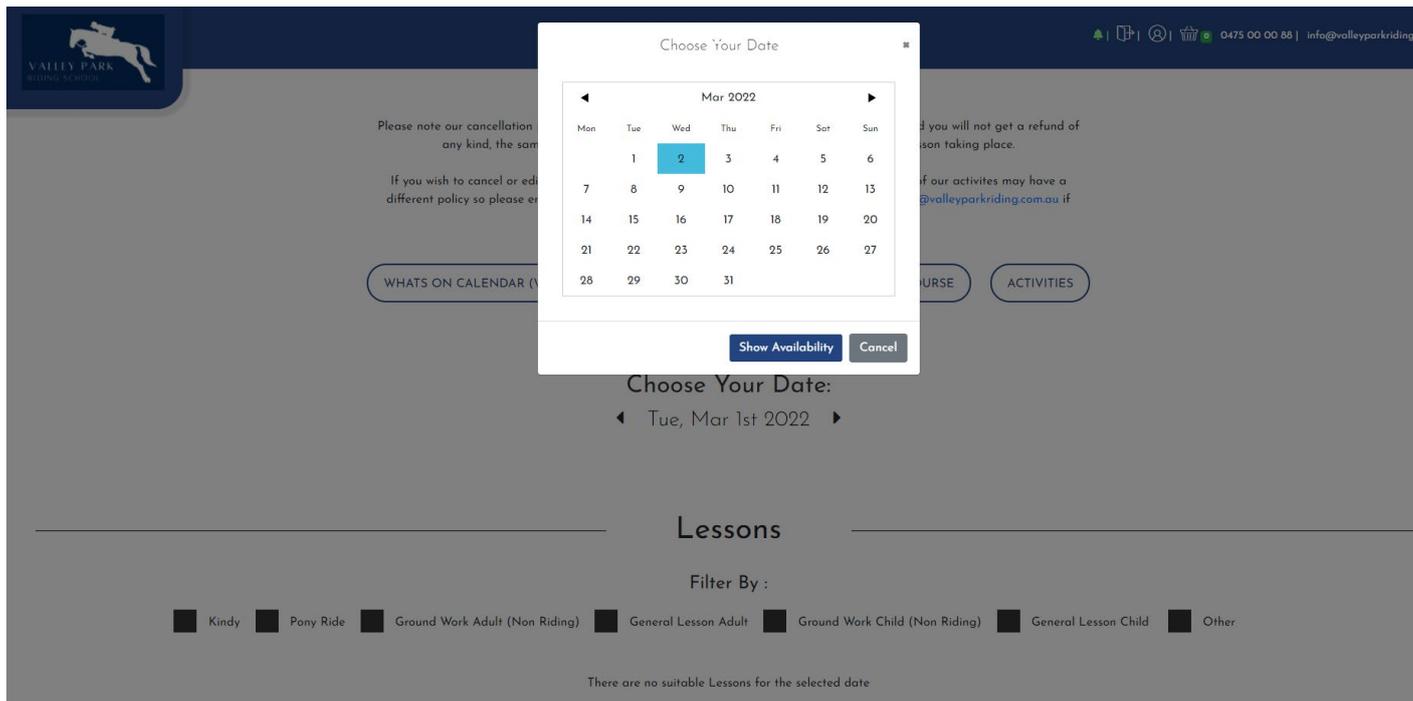
COURSE

ACTIVITIES

## MAKE A BOOKING

1. Select MAKE A BOOKING from the main page
2. Click on the calendar date, and select a date you wish to check availability for

3. You will see any available times under the subheading – PRIVATE



4. Select a time that works for you. Remember this is your riding time, and we will request that you arrive 15minutes before this time to prepare for your lesson. When selecting a time keep this in mind



5. Check all details in STEPS 1-7, as well as the lesson summary on right of the page

**STEP 1** Select Instructor

We will do our best to match the instructor you choose however this is subject to change.

Brianah Stroszynski

**STEP 2** Select Lesson Type

We will do our best to match the Lesson Type you choose however this is subject to change.

General Lesson Adult
Adult and Child Combined Lesson
Ground Work Adult (Non Riding)

**STEP 3** Select Rider

Trinda Foster

**STEP 4** Select Horse

School Horse

**STEP 5** Select Addon

**STEP 6** Select Duration

45 Mins

**STEP 7** Select Token

None

**Lesson Summary**

ADD TO BASKET

Private Lesson  
02/03/2022 13:00

INSTRUCTOR: Brianah Stroszynski

RIDER: Trinda Foster

HORSE: School Horse

DURATION: 45 Mins

LESSON TYPE: General Lesson Adult

EXTRAS:

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Primary Rider Total: \$125.00

Addon Total: \$0.00

Grand Total: \$125.00

ADD TO BASKET

6. If you have any special needs or requirements, please make a note in the notes box
7. Add to basket

YOUR BASKET

ITEM	DETAILS	PRICE	
PRIVATE LESSON	02/03/2022 13:00 <ul style="list-style-type: none"> <li>INSTRUCTOR: BRIANAH STROSZYSKI</li> <li>RIDER: TRINDA FOSTER</li> <li>HORSE: SCHOOL HORSE</li> <li>DURATION: 45 MINUTES</li> <li>LESSON TYPE: GENERAL LESSON ADULT</li> </ul>	\$ 110.00	REMOVE
ADDITIONAL RIDER	ELLA KEGELE <ul style="list-style-type: none"> <li>STARTS_AT: 02/03/2022 13:00</li> </ul>	\$ 110.00	REMOVE
		\$220.00	

Have a discount code ? apply it here.

Discount Code

Apply Code

Go To Checkout

Empty Basket

Please note our cancellation policy is currently **48 hours**, if you cancel your lesson within this period you will not get a refund of any kind, the same thing applies if you wish to edit a lesson within **48 hours** of your lesson taking place.

If you wish to cancel or edit outside of this period you will be refunded in account credit. Some of our activities may have a different policy so please ensure you read our refund policy [here](#) Please contact us by email [info@valleyparkriding.com.au](mailto:info@valleyparkriding.com.au) if you need assistance.

8. Go to basket, and checkout

9. If you have a credit you wish to use, this will appear at the payment stage of checkout. Follow prompts to add credit

## CHECKOUT

ITEM	DETAILS	PRICE	Empty Basket
PRIVATE LESSON	02/03/2022 13:00 <ul style="list-style-type: none"><li>INSTRUCTOR: BRIANAH STROSZYNSKI</li><li>RIDER: TRINDA FOSTER</li><li>HORSE: SCHOOL HORSE</li><li>DURATION: 45 MINUTES</li><li>LESSON TYPE: GENERAL LESSON ADULT</li></ul>	\$ 100.00	REMOVE
ADDITIONAL RIDER	ELLA KEGELE <ul style="list-style-type: none"><li>STARTS..AT: 02/03/2022 13:00</li></ul>	\$ 110.00	REMOVE
VAT		\$10.00	
			\$220.00

**Account Credit:** You currently have **\$125.00** in credit on your account. Click [here](#) to apply this to the checkout. Any balance remaining will remain on your account.

### Enter Card Details

Cardholder Name

Card number

MM / YY CVC

Securely store card for future use

Make Payment

10. If no credit is available, add your card details and make a payment to finalise your booking
11. You will then receive an automated confirmation email. If you do not receive this, please check in with us. Be sure to arrive 15 minutes prior to your booking time for private/semi-private lessons and 30 minutes prior to your book time for group lessons.

## LOOKING FOR A SEMI-PRIVATE BOOKING?

1. Add another rider to profile if you haven't already

2. Select your private time on available date
3. Scroll to very bottom of page, select ADD ANOTHER RIDER TO BOOKING

The screenshot shows a multi-step booking process. On the left, a vertical sidebar contains 'STEP 5', 'STEP 6', 'STEP 7', and 'NOTES'. The main content area has four steps: 'STEP 5' with 'School Horse' selected; 'STEP 6' with '45 Mins' selected; 'STEP 7' with 'None' selected; and 'NOTES' with a text input field. Below the steps is a link: 'Looking for a semi private booking ? click below to add another rider'. A button 'ADD ANOTHER RIDER TO BOOKING' is visible. Below it, a rider card for 'Ella Kegele' is shown with an 'ADD RIDER' button and a 'Cancel' link. On the right, a 'Lesson Summary' panel displays: 'Private Lesson 02/03/2022 13:00', 'INSTRUCTOR: Brianah Strozynski', 'RIDER: Trinda Foster', 'HORSE: School Horse', 'DURATION: 45 Mins', 'LESSON TYPE: General Lesson Adult', 'EXTRAS:'. A table shows: 'Primary Rider Total: \$125.00', 'Addon Total: \$0.00', 'Grand Total: \$125.00'. An 'ADD TO BASKET' button is at the bottom of the summary.

4. Once you have added the second rider, it will adjust details and price in lesson summary

This screenshot is similar to the previous one but shows the result of adding a second rider. The 'Lesson Summary' panel on the right is updated: 'EXTRAS:' is now 'ADDITIONAL RIDERS: Ella Kegele'. The table shows: 'Primary Rider Total: \$110.00', 'Additional Rider Total: \$110.00', 'Addon Total: \$0.00', 'Grand Total: \$220.00'. The 'ADD TO BASKET' button remains at the bottom.

5. Add lesson to basket and checkout

Please note that lessons will not be shown within a 6-hour window of start time. However, we are happy to try and fit you in at the last minute so please call our office for same day bookings.

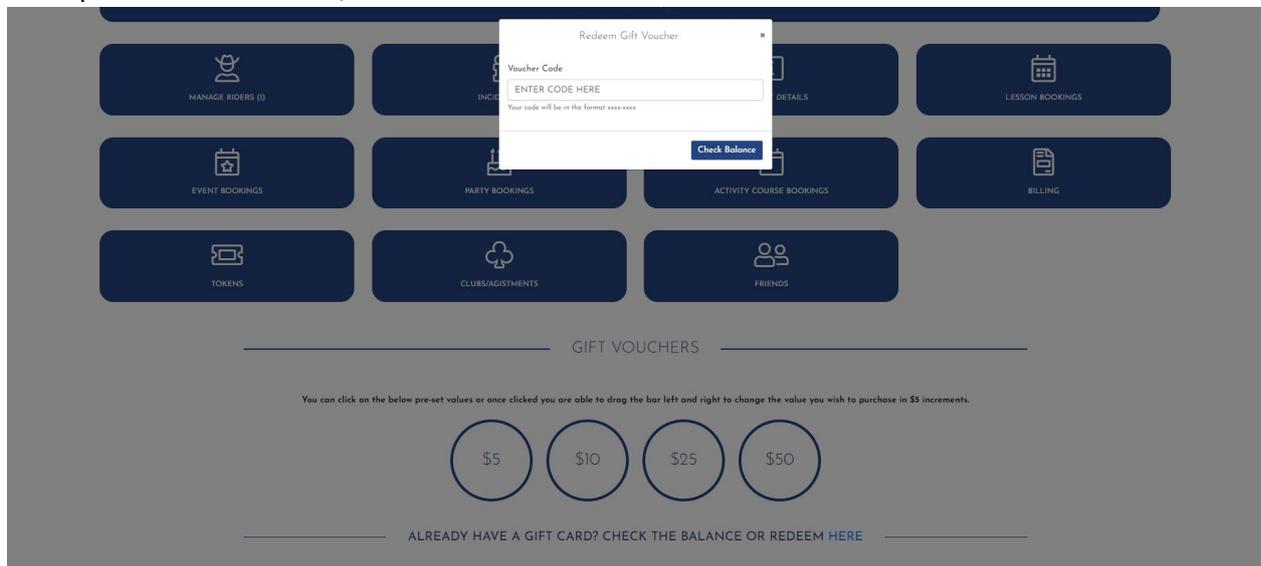
## BEEN GIFTED A VOUCHER? HOW TO ADD TO YOUR ACCOUNT

1. Select MY ACCOUNT from the main page
2. Scroll to bottom of page

3. Select 'Already have a gift card? Check the balance or redeem here'



4. Add special voucher code, click check balance and add to account



5. Your voucher will be added as a credit on your account, which can be used at the checkout

Please note that vouchers issued prior to October 2021 will not be valid here. Please contact us if you have one of these to redeem