

RFEC Membership & Booking Terms

Booking Lessons

All lessons must be booked **online via our booking system**: <https://ryders-farm.ecpro.co.uk/>

- Payment is required at the time of booking.
 - A **48-hour cancellation policy** applies in all circumstances. For full details, please see: [Refund Policy](#).
 - Please arrive **5–10 minutes before your lesson**. Lessons cannot be extended if you arrive late.
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Joining RFEC Membership

- Membership runs from **1st April – 31st March annually**.
 - The **annual membership fee is £20**, paid at a special introductory rate.
 - Membership provides **priority access to bookings and other member benefits**.
 - Membership fees are **non-refundable and non-transferable**.
 - Membership becomes active from the **next available block of lessons** after joining.
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Regular Riding Slot (Members Only)

Every member can reserve a **regular riding slot on the same day and time each week**.

Booking Your Slot:

- Once confirmed, your slot will be available **up to 14 days before the lesson** for you to book.
- Only you will be offered this slot during the booking window.
- Lessons must be **booked and paid for at least 14 days in advance**.
- If the lesson is **not booked within 14 days**, the slot will be released to other suitable riders.
- If the lesson is **cancelled within 14 days**, the slot will be released for others to book.
- Our standard **48-hour cancellation policy** still applies: [Refund Policy](#).
- Coach allocation **cannot be guaranteed** due to holidays, sickness, or other commitments.

Using Your Slot:

- Please notify us as soon as possible if you **no longer wish to reserve your slot**, so it can be offered to another rider.
 - We reserve the right to **remove regular bookings** for members who frequently do not use their reserved slot.
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Regular Riding Slot – Terms & Conditions (Members Only)

- We may **postpone or reschedule lessons** due to changes in the yard schedule, such as clinics, training sessions, or competitions.

- Any schedule changes will be communicated in advance and planned to **minimise disruption** to rider progression.
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Cancelling Individual Sessions (Members & Non-Members)

- A minimum of **48 hours notice** is required to cancel or rearrange a lesson.
 - Cancellations **cannot** be accepted via social media, email, or phone — they must be made through the **online booking system**: [My Account](#) > [My Bookings](#) > [Cancel](#).
 - Notifications will confirm whether a **credit or refund** is available depending on notice given.
 - Please provide as much notice as possible to **minimise disruption** to staff, horses, and ponies.
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Cancelling Your Regular Riding Slot (Members Only)

- To cancel your regular weekly slot, please contact the team in advance.
 - If you wish to **retain membership benefits** (events, resources, etc.) but no longer require a weekly slot, you are welcome to join or remain a member.
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Cancelling RFEC Membership

- Membership runs from **1st April – 31st March** and is **paid annually**.
 - Membership can only be cancelled via ECPPro [My Account](#) > [Clubs/Liveries](#) > [Cancel](#) or in **writing** (email is acceptable). **Verbal requests will not be processed.**
 - Membership fees are **non-refundable and non-transferable**.
 - If you rejoin later in the year, the **full joining fee** will need to be paid.
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