

Online Booking and Payment Launch

Dear All,

We are delighted to announce that we have now joined the Pony Club HQ's IT offer of a centralised booking & payment system.

The new system is now available on the CHPC website on the Online Booking tab and enables us to:

Show the dates & details of all our branch events;

Enable you to book & pay online;

You will then receive an email confirming booking and payment;

The database will automatically be updated which will speed up & simplify record keeping;

The organiser will be notified immediately when someone has booked & paid.

Over the next three months we are going to transition to the system. This means that you will be able to either book or pay online or print a rally form & pay by Bacs or cheque. From the beginning of the Easter holidays (20/3/17) we will be moving to online booking & payments only. This should simplify our administration and reduce the burden on all our organisers & the treasurer.

To pay online you will need a Paypal account, these are easy to set up and can be linked to either a debit or credit card. As a charity we get discounted Paypal fees which means that transactions will mostly cost less than a second class stamp.

Bookings & Cancellation Policy

With the introduction of the new booking & payment system we will now have a closing date **one week** before the rally date, unless the rally becomes fully booked earlier. This will enable us to ensure that we have the correct number of instructors & allow us to organise the groups.

For cancellations, if you cannot make a rally and you let us know before the closing date we will give you a full refund. If you cancel after the closing date we will give you a refund if we can fill your space. To cancel please e-mail your rally organiser.

The exception to this will be the regular Tuesday & Thursday training sessions when the closing date will be **two days** before, unless the session is fully booked.

Any problems please do contact me but hopefully it will make all our lives simpler!

Regards

Sara Hercock

