

Online Booking System FAQ

From 1st September 2021 all bookings for riding school lessons must be made through our new Gransha Equestrian Centre App which can be downloaded free of charge from your app store.

This will allow you to book a lesson and pay for it online.

The Bookable Services allows you to book one time slot for one rider per booking. If you wanted to book slots in advance you would have to book each one separately and pay for it when booking.

You will receive an email when lesson has been booked or cancelled

It is a new system which will be developed to suit the needs of our clients. It is hopeful that it will provide a more efficient booking system. There will be teething problems, so let us know so that we can make the app better.

How do I get started?

Simply download the Gransha Equestrian app from your app store. You will need to create an account for which you will need a valid e-mail address and create a password to set your account up.

Do I have to create an account per person if more than one member of my family has lessons?

No, when you register an account, you can add a number of riders.

How do I add riders?

From the main menu, select Profile. Then open the dark grey menu in the top left and select Profile Settings. There are tabs at the top on the Profile Update page, the first is for the main account holder (who does not need to be a rider). The second tab is for riders. Click Add New to add a rider and then enter their name and date of birth in the form that appears (you do not need to enter a Reg No). You can add multiple riders to your account. When you are finished, click Save Changes and all riders will be saved to your account. This will allow you to select from these riders when booking a lesson.

How do I book a lesson?

From the Main Menu select Lessons. Use the Category picker to select Riding Lessons and use the Sub Category to select the level of lesson you wish to book. Find the day you want to book and select it from the list of lessons.* Select the green Book Now button and follow the instructions on the app (select date and time of the lesson you want, then select the rider) to book and pay for your lessons.

***Before booking your first lessons, make sure you submit a Rider Declaration Form.**

A form will be available on every lesson below the Book Now button. Click on it to submit your Rider Declaration *before* booking.

What is your cancellation policy?

You can cancel without penalty. Our cancellation policy is 24 hours before your booked lesson. To cancel you will need to email granshariding@yahoo.com.

I have cancelled before the cancellation policy runs out where does my money go to?

Any lessons that are cancelled before the 24 hour period will be refunded after you send the cancellation email.

Can I book extra lessons?

Yes, if there is a space available in your preferred lesson, the system will let you book in. If there are no spaces, you will not be able to book.

I have group lessons but I would like a private lesson as well – how does this work?

We do not have facility for booking private lesson on the app, but we are hoping to do that in the future. All private lessons can be booked by ringing Courtney Stuart on 07828 854304.

I have more than one child riding, do you offer a discount?

Yes, if you have booked a lesson and would like to book a lesson for a sibling, you can apply the discount code SIBLING2 before paying which will take £2 off your booking fee.

Am I automatically booked into group lessons each week?

No, you will have to book into each lesson you wish to take.

Can I book lessons in advance so I keep my preferred slot?

Yes! If you wish to ride on a regular weekly basis, you can book and pay for lessons a month in advance. The lessons will appear on the app monthly. In the last week of each month the following months lessons will be released onto the app.

Can I transfer credit between mine and my friends account?

At this time no.

Can I choose the horse or pony that I want to ride on the app?

No. Our staff have to ensure that everyone is safe and every rider is matched to a horse or pony that the Instructor feels is appropriate for your ability. Obviously, everyone has their favourite and our Instructors will take your wishes into account however sometimes we need to make changes to meet the needs of everyone in the class and also to give everyone experience of riding different horses and ponies!

I've booked onto the wrong lesson, what do I do?

Please contact Adrienne Stuart by email granshariding@yahoo.com. You cannot amend your booking on the app.

I want to book on to a training day or pony camp, can I book this online?

Any training days will be booked through our staff at this stage.

I do not remember when my lesson is?

You will be able to see on your account when logged in to the app.

What do I do if I have problems with the app?

Contact Adrienne Stuart by emailing granshariding@yahoo.com

If Adrienne cannot solve the problem contact beth-ann@hoofpick.net and explain the problem you are having and where possible provide screenshots of the issue on your device.