

What we do

Equine Bookings gives event organisers the opportunity to accept online bookings and hassle-free payments at no extra cost.

The system provides events with an automated online entries secretary helping to save time, stress, bank charges and extra manpower whilst running your event.

The system allows riders and owners to book, pay and view their entries at any time, without the need to contact anyone. Horses and rider changes can be made by the entrant up until the closing date by a login to their account.

How the Online Entries System Works

Equine Bookings is hosted on www.horse-events.co.uk website.

This website has thousands of visitors each month giving events a platform to advertise, allowing more potential customers to view your event.

Each event has its own unique page and is categorised in the relevant event category. A link can be set up from the organiser's website to this individual booking page.

This page acts as an online schedule allowing potential entrants to find out all the information they need to know about an event including dressage test downloads as well as giving the option to book online.

Equine Bookings acts as your entries secretary and support for via email and telephone to your competitors

The Event Entries are taken using our online secure form and payment gateway. The funds are collected into our Equine Bookings client account. We then transfer these into your own event account on the terms you decide.

A record of entries, payments and transfers are recorded, and at any time can be accessed via the organisers online account.

Each organiser is given a login to view and download their event attendees as and when they wish. This ensures organisers can keep up to date with the entries.

Entry fees & Booking Fees

The entry fee is decided by the event organiser usually on a per class basis. In addition to this, we as your booking agent add our small fee on a per class basis to the event.

There is no cost to the event organiser, we collect the booking fees accordingly when entries for the event are taken, and the total entry fees are transferred to your event account.

In the case of entry fees having to be refunded this will be done in line with the individual events terms and conditions. Booking fees are non-refundable.

Booking fees payable by the competitors per class at per January 2021.

Entry fee £10 and under – £1 per class

Entry fee over £10 and up to £30 – £1.45 per class

Entry fee over £30 and up to £70 – £1.85

Entry fee over £70 and up to £100 - £2 per class

Entry fee over £100 and up to £150 - £3

Entry fee over £150 - £4

Minimum Charge per event or clinic is £10. If booking fees do not reach £10 the remainder will be deducted from the entry fees.

There are no banking charges to you as the organiser - we pay your merchant account charges.

What does this mean – every time someone pays online using a card the card providers charge us to use this service.

We take this charge on for you in the booking fee so you don't have to pay anything.

Protection of your money

Your money is kept in our secure client account. When we hold your money, we are entering into a legally binding contract to transfer the full entry fee amount into your account on the basis you decide. Our Business account is totally separate to where your event money is held. Booking fees are only transferred when an invoice has been raised and the event bookings are closed.

Equine Bookings do not hold any credit card details, this is all dealt with by our payment processing provider Sagepay.

The Contract

Equine Bookings acts as a booking agent on behalf of the event organisers the entrant's contract is with the organisers not with the Booking Agent.

Cancellations and Withdrawals: Each organiser will list their individual withdrawal and cancellation terms on their unique event page. When withdrawing or cancelling an entry these terms will be used. Refunds can be processed back onto the card in which the entrant paid on.

Equine Booking will act as the event Secretary and can be contacted for entry queries. An additional event organiser's contact details will be given as a point of contact for all other event queries.

Is it Really free to the organiser? YES

To accept your entries, it is totally free to you.

We provide you a full list of your entries, you can then produce your times and paperwork as you wish. For this service, you pay nothing!

Bank charges - There are no banking charges to you as the organiser, we pay for your merchant account charges.

We just state there is a minimum charge of £10 per event or clinic which is added to the site.

If booking fees do not reach £10 the remainder will be deducted from the entry fees.

Additional Event Services Available

These services can be split or provided as a package alongside the Equine Bookings system. A quote will be provided for your individual event needs.

Postal Entries The same process of a Booking fee is used and no charge is made to the event organiser for handling postal entries.

Postal entries will be processed on the online secretarial system by us. The Entry form is sent direct to us along with a cheque payment made out to your event/organisation which we can bank for you.

Event Times & Running Orders

1. Times can be produced and published on our website.
2. Running orders can be formulated and sent to you for printing

Crib Sheets & Master Score sheets

3. Crib sheets for dressage, and optimum times can be provided.
4. A4 Master Score sheets will be sent to you for printing.

Commentary Information

5. Individual competitor commentary Information cards

Additional service Costs

To produce times & relevant print ready stationary

ODE (3 phase competition) £1.20 per entry.

Team ODE (3 phase competition) - £1.50 per entry

Single phase event such as Hunter Trials, Show Jumping or Dressage £1 per entry

EQUINE BOOKINGS
Enter your equestrian events online

Organisers Terms and Conditions

By Hosting an event on the www.horse-events.co.uk website organisers agree to the following Terms & Conditions.

1. Equine Bookings acts as a bonded booking agent for the [www.horse-events](http://www.horse-events.co.uk) website.
2. Equine Bookings acts as an agent only and has no control over the event or venue.
3. Tickets are sold subject to the Rules and Regulations of the event organiser / venue. The event organiser / venue reserves the right to make alterations to the advertised arrangements and to refuse admission.
4. All prices which are displayed show separately the face value of the tickets, booking fees and any applicable payment processing fees.
5. A copy of your personal data will be held by Horse-Events on behalf of Equine Bookings who are licensed solely to use your information for the processing of your event booking. Your information will not be divulged or sold to any other organiser or promoter. This site may, from time to time send you information by email or post which this site believes may be of interest to you.
6. Complaints and problems for Event Organisers: In the unlikely event that you have any reason to complain or experience any problems in relation to our service you must immediately inform us at the time of the experience. Please note any complaints need to be made with 14 days of the incidence.
7. All rights, including copyright, in this website are owned by or licensed to Equine Bookings. Any use of this website or its contents, including copying or storing in whole or part, other than for your own personal, non-commercial use; is prohibited without the explicit permission of Equine Bookings.
8. Equine Bookings makes every effort to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it won't cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website and screen out anything that may damage it. Equine Bookings shall not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.
9. Equine bookings will not be liable for any damages arising from death or personal injury or fraudulent bookings. Personal Financial information is not held by us.
10. We will take all reasonable precautions to keep the details secure but unless we are negligent, we will not be liable for unauthorised access to information supplied by you.
11. This website, any content contained herein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English Law. The parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England.

Event Cancellation charges

Event or attendee Cancellation: Cards to be refunded

If the event is cancelled or a competitor cancels their booking and a refund is due. A 40p per refund transaction charge will be made to the organiser for this service. (It is up to you if you want to pass this fee onto your competitor but you should state it in your terms and conditions if you do.)

Additional Administration Fees & Cancellation

- Cancellation on close of entries or when full – No additional fees to be paid
- Cancellation between Closing Date and before times being sent – 50% due
- Cancellation after Times and Stationary sent to organiser – 100% due

DATA PROTECTION STATEMENT & AGREEMENT

As an event organiser on the www.horse-events.co.uk website using Equine bookings as your booking agent it is important to us that you understand data protection and the responsibilities you have.

We only send you the information about your event attendees and do not share this information with other organisers

You should not use it for any marketing purposes without additional consent from the customer.

Contact us:

Email: info@horse-events.co.uk Phone: 07962 251 696