



WE ARE CHANGING!

Our New Online Lesson Booking System

We are delighted to announce that we are now moving over to our new online booking system.

WHAT DO I NEED TO DO?

All clients will need to initially take the following easy steps to register

- **'Visit'** the link to access the booking system

<https://kome.ecpro.co.uk>

- **'Register'** by completing your account details.
- **'Verify Your Email'** by clicking the automated link sent to you by email (check your spam if not received instantly)
- **'Login'** with your email & password details
- **'Add Riders to Your Account'** by following the instructions to click on the link to rider registration
- **'Rider Registration'** to be completed with up-to-date details of rider
- **'Submit'** your rider registration details by clicking the submit button
- **'Add Riders'** if more than one individual under the same account for payment/guardian purposes



Once you have registered you can then go and download the app from your app store. Just search EC Pro and then log in with your email address and password.

If you have any problems, please contact us

by phone **01926 400401**

or by email **info@knightsofmiddleengland.co.uk**

ecpro.co.uk

Equestrian Centre Management system
created by The Outstanding Website Company.





HAVING TROUBLE BOOKING WITH EC PRO?

PLEASE SEE FREQUENTLY ASKED QUESTIONS BELOW

? I can't see any lessons!

Once you have registered as a rider, we will need to grade you manually. Please allow up to 48 working hours for us to do this. You will receive an email notification once this has been completed, and you will then be able to book lessons.

? What is a Rider Grading?

A rider 'grade' is allocated manually by looking at the information you have provided on registration. This allows us to allocate a suitable horse for your booking and will not be visible to you.

? How do I view lessons as a calendar format?

The EC Pro App only allows you to see what is available one day at a time. However, if you log into the website using a computer, you will be able to see lessons/experiences laid out in a calendar view. Just go to 'Book A Lesson' through the homepage, and click 'What's on Calendar'.

? My Voucher Code doesn't work

If you have a voucher purchased before the 18th December 2023 which starts with EV, EC Pro will not recognise your code. These vouchers will be added onto your account as credit once you have registered. If you have registered your account and we have graded you but you do not have any credit showing for your voucher, please get in touch with your voucher number and we will add this for you.

? Can I still make bookings without registering?

If you are struggling to register your account online, we can do this for you manually. This will however be much slower and can only be done during office opening hours. You will need to be registered to be able to book.

? How do I make a private group booking?

We can book in private groups by adding them onto EC Pro manually. Please get in touch with the office and we would be happy to help.

For help with using the system, EC Pro have some useful YouTube videos:



[How to register your account](#)

[How to book a lesson](#)

[How to view your lesson bookings](#)

[How to cancel a lesson](#)

If you still need assistance, please do get in touch with the office. We are open Monday-Friday, 8:30am - 4:30pm.

Phone: 01926 400401

Email: info@knightsmiddleengland.co.uk