

BOOKING WOODLAND RALLIES ON UNITY

Please can you make sure that you follow the below guidelines to help cut down the amount of time being spent correcting booking by our volunteers and email woodland@pcuk.org if you have any questions or require any assistance.

Use a desktop or a laptop rather than your phone as the booking system was not designed to support mobile devices using the booking link on the website www.woodlandhunt.org

Use the members First Name and Surname. This is especially important when members surnames do not match parents' surnames. We also for example have multiple members all called Isla, so if you book in with just the first name it takes us a while to allocate the right member to the booking.

Use your membership number. Please do not just put '0'. We must then look up your membership number and attribute it to your booking. If you can't remember your membership number, please email and request a reminder.

Use you horses name AS IT APPEARS ON THEIR PASSPORT with stable name in brackets after. This helps us cross check your horses' vaccinations with our records. Stable names are used in the briefing notes for instructors. A reminder that your pony should be travelled with its passport as a legal requirement, at we may at times perform spot checks. If you need to change a pony, the vaccinations need to be verified before we will change it on the booking for you. Please do not swap ponies last minute unless you have been given permission to do so. Email woodland@pcuk.org or call Emma on 07801 657536 if it is urgent.

Make sure you have Booking AND PayPal receipt. Unity is a delicate system, please take your time with your bookings and make sure you have the confirmation emails before closing your browser.

Please do not make payments for camp with other bookings as this makes it difficult for us to trace. Please process camp payments separately from your rally bookings.

If you need to cancel a booking, please email woodland@pcuk.org. Let us know the rally booking you wish to cancel or amend. Refunds are issued after the rally has taken place.

Adding in after the booking has closed, we will only do this if we have a space in a suitable group. We may charge an admin fee for late bookings.

Many thanks for you co-operation. This helps our volunteers enormously.