



303 Cathedral Avenue, Brigadoon, WA, 6069
Phone: (08) 9296 1200
Fax: (08) 9296 1194

Guide to Using the SEC Online Booking System

Making an Online Booking for the Indoor, International or C-Quest Arena:

1. Select "Arena bookings"
2. Select the date for your booking from the calendar (Arena bookings can be made up to 30 days in advance)
3. Choose either the Indoor, International or C-Quest arena
4. Click on a vacant (white) cell in the booking table that indicates the start time and space for your booking
5. Select the finish time for your booking (minimum booking time is one hour)
6. Select the number of horses for your booking
7. Tick if you require arena lighting (additional cost)
8. If you are a current EWA member enter your EWA membership number (membership status will be verified by the office). Current members will receive a discounted rate
9. If you are not a current EWA member please leave this section blank
10. Enter your first name and email address to log in. If you are a new customer, click the link to create a new profile
11. At the Checkout page, confirm your booking and enter your payment details
12. Once your payment has been processed, a Tax Invoice will be emailed confirming your booking.

Opening Hours for Indoor, International and C-Quest Arena Bookings:

Online Arena bookings are available between the following hours;

- Monday: 10:00 to 20:00
- Tuesday to Thursday: 08:00 to 20:00
- Friday: 08:00 – 13:00

For bookings outside of these times or over the weekend please contact the EWA office on (08) 9296 1200.

Making an Online Cross Country Booking

1. Select "Cross Country bookings"
2. Select the date for your booking from the calendar (Cross Country bookings can be made up to 60 days in advance)
3. Click on a vacant (white) cell in the booking table that indicates the start time for your booking
4. Select the number of horses for your booking
5. If you are a current EWA member enter your EWA membership number (membership status will be verified by the office). Current members will receive a discounted rate
6. If you are not a current EWA member please leave this section blank
7. Enter your first name and email address to log in. If you are a new customer, click the link to create a new profile
8. At the Checkout page, confirm your booking and enter your payment details
9. Once your payment has been processed, a Tax Invoice will be emailed confirming your booking.

Opening Hours for Cross Country Bookings:

Online Cross Country bookings are available between the following hours 8am – 6pm seven days a week. The Cross Country course will be closed to all riders 14 days prior to events.

Making an Online Stable Booking

1. Select "Stable bookings"
2. Select the date you want your stable/s hire to commence from the booking calendar (Stable bookings can be made up to 60 days in advance)
3. Using the drop down tab, select the date that you want your stable/s hire conclude
4. If you are a current EWA member enter your EWA membership number (membership status will be verified by the office). Current members will receive a discounted rate
5. If you are not a current EWA member please leave this section blank
6. Select if you require camping (registration will be required for camping bookings). EWA members camp for free on the SEC grounds
7. Select your preferred stable/s from the available stable/s in green.
8. Once you have completed your selection hit book
9. Enter your first name and email address to log in. If you are a new customer, click the link to create a new profile
10. At the Checkout page, confirm your booking and enter your payment details
11. Once your payment has been processed, a Tax Invoice will be emailed confirming your booking and stable numbers
12. Upon arrival at the State Equestrian Centre please proceed directly to booked stable/s
13. Upon departure please clean your stable and ensure all hay, urine and manure has been removed. Failure to clean your booked stable/s on departure will result in loss of your stable bond/s. **Please read important information for stable hirers following.**

Opening Hours for Stable Bookings:

Online Stable bookings can be made seven days a week, but will close at 4pm Friday for the following Saturday and Sunday. Please make sure you read the important information for stable hires below so you are aware of the conditions of stable hire.

Important information for Stable hirers – PLEASE READ

All stable hirers must book and pay on the online system before accessing their stable/s. Failure to use stables without a valid booking may result in a ban from the State Equestrian Centre.

Late stable bookings made less than 24 hours prior to your scheduled arrival day or after 12pm Friday for weekend bookings will incur a \$20 late payment penalty. This will be automatically added to your invoice.

No stable bookings will be accepted after 4pm Friday for the following Saturday and Sunday. Stables will not be available to book on the day so if you do not book before 4pm Friday you will not receive a stable for the following weekend.

A prepaid stable bond of \$50 per stable will be required at the time of booking. The State Equestrian Centre will conduct an inspection after your stable/s hire has concluded. The inspection will check that all hay, urine and manure has been removed and no damage has been caused to the stable. If the stable/s pass the inspection the \$50 stable bond per stable will be automatically refunded onto your credit card within 7 days of your departure. You do not have to contact the office to have your stable bond refunded.

If your stable bond has not been returned within 7 days of your departure it is likely that your stable did not pass the inspection and your bond has been forfeited. You can contact the office on 9296 1200 if you wish to verify this.

The stable hirer accepts that they are responsible for the condition of the stables they have booked, and acknowledges that the State Equestrian Centre's decision on stable bond charges is final.

The State Equestrian Centre does not offer stable checks at the time of departure.

If you feel that your stable is not in a satisfactory condition on arrival please contact the Centre Manger on 0418 810 933.

Logging In

You will be asked to log in before you pay an invoice, update your profile or look at your current bookings. To log in, just enter your first name and email address as they are recorded in your profile. To make this process easier, you can elect to have your computer remember your details by checking the **Remember me** option.

Your Equestrian WA Profile

We keep a profile for everyone who uses our online booking system - nothing too personal... just your name, email, phone number and address. Please check our Security and Privacy Statement for more information on how we protect your information.

Updating your Profile

After you log in, you can update your contact details from the Update Profile page.

View Current Bookings

This page lists all your current bookings.

Checkout

The **Checkout** page displays a list of all booking that require payment. The Checkout page also lists any outstanding invoices, which you can elect to pay by clicking the "> Pay this invoice" link. You can remove items from this list or return to the web site to make more bookings.

Making a credit card payment

Enter your credit card details and press the Pay button. If your credit card details are valid, a pop-up window will ask you to confirm the details and commit the payment.

Processing payments

When you submit your credit card details they are encrypted and sent directly through our secure payment gateway to the bank for processing. We do not store your credit card details. For more information, please refer to our Security and Privacy Statement.

Receipt

After your payment has been processed, you'll be issued a receipt number and Tax Invoice. Your bookings will now appear on the Current Bookings page.

Security and Privacy Statement

Information collected Information collected by Equestrian WA is personal information, as defined by the Privacy Act 1998. This data includes your first name, last name, email address, telephone number and postal address.

How the information is used

Equestrian WA uses your personal information so you can identify yourself when making an online booking or registration, to contact you about a booking, and to keep you informed (if you request it) of matters that may be of interest to you. Your personal information is not used for commercial purposes and is not distributed to any other organisation for any purpose.

Accessing your information

To access stored information that relates to you, go to the Update Details page after providing your log in details. This page allows you to change your information.

Security

The Equestrian WA site is protected by 128-bit Secure Sockets Layer technology. This is indicated by the padlock symbol on your browser and means that all data sent between your browser and the server is encrypted, including your log in, profile and credit card details. Credit card transactions are processed immediately using a secure payment gateway to the banking system, so we do not store your credit card details and provide you with instant feedback on the status of a transaction.