

BOOKING SERVICES & ARRIVING AT THE CLINIC

This fact sheet takes you through the steps for when you have decided what services you need for your mare or stallion having discussed it with our team. If at any point of the proceedings you are unclear about our terms and conditions, fee structure, timelines or any other aspect of our work with you please contact our Practice Manager in the office and they will be more than happy to go over details further.

What paperwork do I need to fill in and read?

Before making arrangements for your horse to arrive at our clinic or before our veterinary team engage any work at our facility or at your own facility you must complete and or read the following paperwork.

General Terms & Conditions

These are our terms for all our services and you should read them before engaging in our services. They specify for each area of our services what you are agreeing to.

Risk Fact Sheets

These fact sheets form part of our terms and conditions as they provide information on procedures that carry risks and are important for you to understand that whilst our veterinary team and staff are highly experienced and trained there will always be an element of risk when performing invasive procedures.

The Appropriate Booking Form

We have two booking forms for horses that are due to come to our clinic or be seen at the owners own yard, one for mares and one for stallions. These forms outline the details we require for the health status, welfare needs, owner details, services requested. These booking forms are also an agreement to our general terms and conditions of service and that the appropriate risk fact sheets and information has been provided.

NB. Incomplete forms, forms without owner contact details, health status information cannot be accepted and as such may cause delay in the start of any services you require.

Additional Information

Alternative Contact Details – If you require us to send your invoices to a Personal Assistant or Account please make a note of this request on your booking form

Welfare Updates – If you require daily, weekly or monthly updates on the welfare status of your horse while they are in our care please let us know in the relevant section of the form and to whom these updates are to be sent to.

Veterinary Updates – If you would like updates each time we do a particular procedure with your horse please make this know to us by completing the relevant area of the form. Please appreciate during the breeding season our veterinary team are incredibly busy and they will strive to update you with relevant information where possible in a timely fashion. If you require additional updates please contact the office and they will collate the information for you.

Form Formats - Digital and paper copies can be supplied by the office.

Additional Information – If you feel we need additional information about your horse, your horses care requirements or any aspect of its previous health or reproductive history or your trainer, yard manager details and you can fit it on the booking form please supply in an additional format.

I've completed the forms what next?

Call the office and arrange to arrive at the clinic with your horse, or for one of our veterinary team to visit your own yard. It is important that we know when you have arranged for your horse to be transported to us so that we have staff ready and waiting for you. If you are not driving your own horse please give us details of your transport or groom.

Depending on what service you have selected you may be asked to pay in advance for your livery, or your chosen repro package or in some cases a deposit. If payments are required in advance the Equibreed team will inform you of this at the time of booking. They will also be able to issue invoices and payment receipts for you will notify you.

W: www.equineembryotransfer.co.uk

E: enquiry@equineembryotransfer.co.uk

P: 01189712994

Do I need to do anything before my horse arrives?

Health tests and swabs are important and need to be completed before your horses can arrive at our facility. In order to comply with the BEVA guidelines and insist that people have EIA/EVA (bloods), strangles tests and a CEM swab completed and results sent to us by your vet. For more information contact the practice and our vet team can talk to you about this.

What do I need to bring with me when we come to the clinic with our horse?

For horses staying with us – their passport, any supplements, rugs and their headcollar
If you have not sent back your completed booking forms they need to come with you and the horse

How do I get to the clinic?

Please note that the postcode will not direct you straight to our facility.

For the best route to us please use RG7 5LT and follow these directions:

Take exit 12 for Theale & Reading from the M4,

1. At the slip road junction take the exit sign posted **Theale & Reading (W) A4**
2. At the roundabout take the **third exit** onto **Bath Road towards Theale**,
3. At the next roundabout take **the second exit** onto Bath Road
4. At the next roundabout take the **second exit** onto Bath Road
5. Continue along this road for **2 miles** and then take a **left turn sign posted for the village of Beenham**, There is a very large green sign at the hedgerow for the turning with Field Bard Farm and Total Equestrian, If you drive past a petrol station on your left you know you have gone too far.

NB The postcode will instruct you to arrive at the feed and equestrian centre

6. Stay on the road and follow a very sharp **left hand bend**, and be aware the track for Equibreed UK is a **left turn** off the next sharp **right hand bend**. For convenience we have our practice sign on this bend for you
7. Continue down the track until you reach the double wooden gates on your right

If you experience any problems please do call our office team who will be happy to direct you or we can send you a whatsapp pin location to your transporter or groom.

What happens when I arrive?

When you arrive our staff will check all your paperwork is in order, they will also record the health status of your horse and for horses staying with us we make a record of their passports and take photographs of them as well to add to our records for their care and welfare (for those staying with us inc. farrier requirements, worming and vaccination dates)

For horses staying with us their additional kit – supplements, rugs etc. will be put away and paperwork and passports filed securely in the office.

For horses on visit with us they will be taken directly to whichever treatment room is relevant and you and/or your staff can relax in our office reception while you wait.

What happens when my horse is ready to go home?

Horses that have been on livery

If your horse has been a resident with us the office will call and let you know when they will be ready to collect. When you have arranged collection transport its important to call the office back and let them know who will be collecting the horse and when so that we can make sure your horse and all their kit is ready for check-out.

Before your horse is loaded we will take a photo and record their health status and if required provide additional care notes for any further scans, medication that needs to be followed up.

Please make sure you check that you have all of your belongings when you come to collect your horse such as rugs, passports or supplements etc.

We will give you any post-procedure care information or links to relevant fact sheets where required.

For long-term liveries such as weaned foals all outstanding balances must be settled before we can allow stock to leave our care.

Visiting day case horses

If you and your horse have been popping in for the day then the same protocol will apply but without you need to arrange transport or arrange dates.

We will give you any post-procedure care information or links to relevant fact sheets where required.

How can I pay my invoices?

Paying your invoice is super easy – we have all sorts of ways to make settling your bill work for you. Please make sure you are aware of all our fees, what they do and don't include and when they are due to be paid. If you don't understand or you would like more information about our pricelist please contact the office and they will happily go through any queries you have.

BACS – You can make a direct transfer to our back account, these payments generally don't incur charges for either party and payments show almost instantly. For payments outside the UK these can take a little longer and will incur charges and be subject to exchange rates. Please factor in these charges when you make your payments. If you require IBAN and BIC codes please ask the office. When making a bank transfer please use your invoice number as a reference, on in the case of paying multiple invoices please use the account holder's name as the reference.

CARD – You can make a payment while you are in the office or call the office to pay over the phone using a card. These payments are instant and only carry charges for us.

ONLINE – You can also pay your invoice through our website, please use your invoice number as a reference, on in the case of paying multiple invoices please use the account holder's name as the reference.

CASH – We can also accept cash payments, these will need to be given to our office staff so we can provide a receipt. We not give discounts for cash transactions.

Please make sure that we have all the correct details for your account so that we can efficiently invoice you, if you requires us to send details to your company, PA or accountant please make this known at the time of booking. Late payments may incur interest and be deferred to a debt collection agency.

Communications

We understand that your horses are not only worth a lot of money to you but also you care for them very much, so do we. With this in mind please be clear about how you want to be updated on their veterinary procedures and also general welfare. We appreciate some owners want regular updates, whilst others only want to be contacted more sporadically or they would rather not be contacted and enquire when they want information. Please let us know what your preference is so we can make sure you are kept up to date.

Marketing & Media

We are proud of the work we do and we may ask to use images of your horse, pony or foal on our website and digital media. Consent for this is included in our booking form but if you do want to include us in your own social media please do let us know. We love to hear how our foals and future champions do.