

BOOKING SERVICES & ARRIVING AT THE CLINIC

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 Team 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 engages in any work at either facility, you must read & complete the following paperwork. If you commence work without the completion of the relevant documents we will take this as full acceptance to our terms and conditions and pricing structure (available at www.equibreed.co.uk)

General Terms & Conditions

These are our terms for all our services and you should read them before engaging in our services. Engaging in our services is acceptance of all company terms and conditions & pricing structure.

Risk Fact Sheets

These fact sheets form part of our terms & conditions as they provide information on procedures that carry risks. It is important for you to understand that whilst our veterinary team and staff are highly experienced 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.

What Health Tests Do I Need?

Before your horses can come to Equibreed they will need to have completed some health tests. Horses coming to Equibreed must be certified free from CEM, EVA, EIA, EHV & Strangles. Call our office team or download our fact sheet about health test requirements for further information. These tests can be done by us, or if you are coming from outside our reach your local vet can do them and send the certificates to us. Horses coming for OPU & ICSI and for collection for Export will have more particular tests and requirements.

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 Accountant 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 on 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.

W: www.equibreed.co.uk E: enquiry@equibreed.co.uk P: 01189712994

Barclays Bank Acc no: 83192598 Sort Code 20-71-03 IBAN: GB04BARC2071-0383-1925-98
VAT Reg no: GB129439885 EORI: GB129439885000 Companies House: 07252852
DEFRA Reg: Embryos UK EE-02 Semen UK 9056- EC

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 cannot 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 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. Advance payments will be advised by the Equibreed team. They will also be able to issue invoices and payment receipts for you.

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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. To comply with the BEVA guidelines we 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**, then take a **right turn sign posted for Beenham**, there is a large green sign at the hedgerow with Field Bard Farm and Total Equestrian, driven past a petrol station on the left? You've 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.

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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 your 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, or 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. Please note that we are unable to accept American Express.

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.

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.

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