



Terms and Conditions

Biosecurity, Illness and injury

1. It is the owner or owner representative of the horse or pony's responsibility to notify Professional Turnout services of any biosecurity measures in place at their yard that need to be adhered to.
2. The owner or owner representative of the horse or pony must notify Professional Turnout services of any contagious sickness within the yard so that appropriate biosecurity measure can be taken to prevent the spread of illness.
3. It is a requirement that you advise if your horse/pony has Lice. Failure to do so may result in a charge of £10 as we must change clothing and deep clean all equipment prior to it being used elsewhere. If we know in advance we can ensure we have the correct provisions with us.
4. It is the owner/ owner representative's responsibility to advise Professional Turnout Services of any injury that the horse or Pony has in order that appropriate measures are considered when carrying out the work requested by the owner.

Behaviour

1. It is the owners responsibility to notify Professional Turnout services of any behavioural traits that need to be considered when carrying out the work instructed by the owner.
2. Should a twitch be required the owner agrees that it is done so at the owner's risk.
3. Should the horse not be compliant with the work instructed by the owner and all measures have been taken to try and complete the work, payment will still be due, any waiver of this fee will be at Professional Turnout Services discretion.

Clipping

1. Horses need to be clean for clipping, preferably bathed the day before but at least groomed and be free of mud. If Professional Turnout Services need to remove dirt and faeces prior to clipping, then a dirty horse charge of £10 will be applied and £10 for each additional set of blades that must be used due to blunting due to dirt, grease, sweat or wet coat.
2. If your horse or pony lives out you must ensure that the horse is rugged the night before clipping to ensure the animal is dry and free from wet mud. Cancellations due to the horse being wet will still be chargeable at the full rate quoted.
3. If you wish to have clip artwork applied to your horse or pony, your animal must be capable of standing still for clipping. Professional Turnout Services cannot be held accountable for imperfections due to movement.
4. Any damage to clipping equipment through kicking or other ill behaviour on the horses' part will be charged back to the customer.

Sheath Cleaning

1. It is a requirement of the owner or owner representative to provide clean water for a sheath cleaning service. Warmwater is preferable but not essential.
2. There must be an individual present who can hold the horse or pony and have full control. If this is not possible it must be notified at the time of booking so that the booking is made on a day that 2 representatives from Professional Turnout Services can be present.

Holiday Cover

1. A holiday cover form must be completed prior to the commencement of the cover provided by Professional Turnout Services.
2. Sufficient feed and medications as well as fencing any other sundries must be provided. Failure to provide a sufficient level will result in replenishment of the item and a subsequent invoice being issued at the end of your cover.
3. Whilst you have been quoted for the cover specified by you, if additional visits are required due to illness or injury an invoice will be issued at the end of the cover with payment due within 3 days of the date of invoice.
4. If you would like me to arrange for your farrier to replace lost shoes this will need to be noted on your holiday cover form.

Plaiting

1. Manes and Tails need to be of an appropriate length and thickness for the plaits requested. Failure for the mane to be appropriately prepared may affect the result of the plaits.
2. It is advisable Not to put conditioning sprays in the manes and tails of the horses and ponies needing plaiting, the use of sprays makes the finished result less effective.

Lunging/Riding

1. It is the owner's responsibility to ensure that tack/equipment provided fits the animal and is fit for purpose and not dangerous.
2. It is the owner's responsibility to notify Professional Turnout Services of any behavioural traits that need to be taken into consideration when exercising the horse or Pony.

Cancellations

1. Cancellations of less than 24 hours' notice will result in the full amount of the booking being due for payment.
2. Cancelling your booking twice in succession will result in you being required to pay in advance for future bookings.
3. Failure to keep an appointment and not being present will result in the appointment being treated as a cancellation within 24 hours and full payment being due.

Payment

1. Professional Turnout Services takes Cash, Bank Transfer and Card payments. Payment is required upon completion of the work and before Professional Turnout Services leaves your premises, except for the following:
 - a. Unless prior agreement for payment later that day is given.
 - b. Holiday cover payment is due in advance.
2. Failure to pay the day of the appointment will result in £5 added to your bill for every day it remains unpaid, in addition you will be asked to pay in advance for future bookings.

Booking times

1. If you or your representative are going to be late for an appointment, you will need to keep Professional Turnout Services up to date with your arrival time so that we may update other bookings for the day of any delay in our arrival time to them.
2. Due to the nature of the business, it is not always possible to finish within the timeframe imagined, at times the job may take longer than expected, this can affect the run time of the day and so whilst appointment slots are given, these are an estimate and may be subject to delay out of my control.
3. Whilst every measure has been considered to estimate travel time between jobs, there are factors beyond my control such as traffic and road closures etc that may have an influence on my arrival time. Wherever possible Professional Turnout Services will notify you of the problem and give you an update on the expected arrival time.

For all the reasons above please ensure you do not need to rush off somewhere unless notified prior and contingency plans put in place.