

## Terms of Service

This document is inclusive of all services provided by O.C Equine – Equine Sports Massage, Equine Kinesiology Taping, Equine Podiatry and other horse care/training activities. If you proceed with booking my services, you automatically agree to both 'The Terms and Conditions' and GDPR statement.



### 1.0 My Remit

No advice given overrules veterinary care and/or treatment, I (Olivia Cresswell) of O.C Equine will never go against the advice of a registered veterinarian. It is not within my remit to make any form of diagnosis. I may however, advise that a horse is seen by a registered veterinarian as I suspect there is an underlying issue that needs to be investigated. I may make suggestions, but these are not a form of diagnosis and are for owner-education purposes only.

During my Equine Sports Massage and Equine Podiatry practices I cover gait analysis under dynamic assessment, usually in the walk or trot and occasionally in the school when lunging/with a rider on board. Whilst I may spot a lameness, I am unable to diagnose and can only document what I see at the time of the appointment and will advise you to consult your registered veterinarian. ***It is the owner's duty of care to seek that veterinary care.***

The purpose of my gait analysis/dynamic assessment is to document your horses foot fall, how well they track up, their hip swing, if they plait/dish, if they load their hoof medially/laterally/heel first or toe first and to observe their ability to flex left and right. This assists with my hoof trimming, and in my sports massage application where the horse may be experiencing muscle tightness, shortness or weakness. It is **not** a lameness work up, but should I suspect lameness I will put forward the recommendation that the horse is referred to your registered veterinarian.

Equine Sports Massage therapy no longer requires veterinary permission unlike other bodywork professions, providing the horse is not already under veterinary care and/or treatment and is well at the time of the visit. Under the Veterinary Surgeons Acts (1966) any horse that is under veterinary care and/or treatment any body work professional is required to seek veterinary permission. This is to safe guard the horse and to ensure that no practitioner will not make the horses condition worse. I rely on the owner being forthcoming with information, and it is the owners' responsibility to ensure they are transparent when providing me with clinical history for their horse. I will not be held liable should information not be given to be correctly to the best of the owners' knowledge. Should I arrive to any horse where the owner has not been forthcoming with information, and for that reason cannot be treated on the day **the full service fee will be charged.**

### 2.0 Cancellation Policy

I require at a minimum 48 hours' notice of cancellation for any of the services I provide, if less than 48 hours' notice is given but 24 hours is provided a 25% of the service fee will be charged. If on the day cancellation is given, 75% of the service fee will be charged. In exceptional circumstances, this fee may be waived at my discretion.

Repeat cancellation will result in immediate termination of my services, with all cancellation fees still applicable.

### 3.0 Payment Policy

I currently accept cash or BACS transfer for payment, this payment must be made on the day and preferably at the time of the appointment. If failure to pay for my services reaches 24 hours I will send a polite payment reminder, and if payment is still not received after 3 days, I will notify you and be making a small claims court claim within 7 days.

Cancellation fees are also expected to be paid on the day of the scheduled appointment, and will follow the same policy as above when applicable.

Offenders who continuously fail to pay for my services within 24 hours may have their services terminated with immediate effect.

### 3.1 Service Quotations

Quotations are now given on an individual basis taking into consideration distance, number of horses, how safe the horse is to handle, amount of tool usage (in the case of podiatry, where I need to factor in tool maintenance) and owner input. I no longer offer a generic price list for this reason, so prices may vary from client to client. If recommending me to a friend, please do not assume I will price match/offer discount. As it is dependent on their individual situation. I may offer a multi-horse discount if it is financially viable, but will be at my discretion (dependent on each individual's circumstance).

#### ***Why is this?***

***For instance in equine podiatry, I may have a horse that alongside trimming requires regular hoof-soaks due to severe hoof infections. This will take more time, resources and tools to achieve than a horse that only requires a standard trim. As will a young horse who requires hoof trimming education in comparison to a horse that has years of experience.***

On the rare occasion, I may need to cancel or reschedule an appointment I will do so within 48 hours, unless under exceptional circumstances whereby I am unwell, injured, have a transport issue or a family emergency.

### 4.0 Expectation of Service Users (Clients)

I expect to be treated with respect, and will not tolerate verbal and/or physical abuse. I expect horses to be prepared in time for their appointment and presented in a manner that enables me to do my job. For example; clean and dry for their equine sports massage; and hooves washed, picked out and legs clean for equine podiatry.

I expect any equine behavioural quirks to be communicated clearly, to lower the risk of injury to myself, you (the client) and your horse. In addition to a safe working environment to be provided, with any children, dogs (or other animals) at a safe distance and not distressing the horse I am working with.

I expect clients to take on board my advice, and to seek out veterinary care when necessary as outlined in my GDPR statement. I will use personal information to forward information to any registered veterinary practice/equine welfare organisation if I feel any horses' welfare or health is in jeopardy, without the permission of the client/owner.

Clients who fail to seek veterinary care where appropriate will have their services terminated with immediate effect. As will clients who are not invested in making management changes necessary to assist with horse health/behaviour. I expect commitment from the client when using my services, as positive changes in both equine bodywork and equine podiatry cannot be possible without their ongoing input.

I pride myself on offering a friendly, high-standard service the terms outlined in this document are to ensure I protect myself, business, clients and their horses. Continuous non-payment, late cancellations, and unsafe working conditions place strain on the business. Both services are physically and mentally demanding; require considerable ongoing training and financial commitment. So please help me help you, by being kind and courteous. 😊