
Loyalty Scheme for Horse Owners

Forest House Veterinary Surgery has created a new way of providing veterinary care for your horse with the additional benefit of **substantial financial savings**.

You can become a member of our **Equine Loyalty Plan (ELP)** and enjoy all the benefits of the scheme for as little as:

Horse: from £8.77 (inc. VAT) per week

Pony: only £7.85 (inc. VAT) per week

For full details of membership fees and methods of payment please read the attached schedule.

What is the purpose of the **Equine Loyalty Plan** ?

To ensure your horse is provided with the best possible protection against disease.

With so many vaccines and wormers on the market it is always difficult to be sure you are using the correct products, and that they are being used at the most effective times.

As a member of the scheme we will provide your horse with a full vaccination and worming programme.

We will also ensure that as new developments occur in health care that we will incorporate these into the programme so you can be confident your horse is always provided with the best possible protection.

What are the benefits of the **Equine Loyalty Plan**?

By making regular quarterly payments you will be able to spread the cost of veterinary care more evenly throughout the year.

There are also significant financial savings to be made.

As a member of the scheme you will be provided with all of the following benefits:

1. Your horse will be kept fully vaccinated to provide protection against the following diseases:
 - Tetanus
 - Equine Flu
 - Herpes Virus
 - Strangles vaccination is an optional extra

We will provide all the worming preparations necessary to control:

- Red worms
- Bots
- Tapeworm

2. Full health check including dental and back examinations will be given on request every six months at the time of vaccination. (Any work required following these check-ups is chargeable, but your 10% discount will be applied).
3. A laboratory worm egg count every 12 months on request. (To monitor the effectiveness of the worm control programme)
4. **No visit fees and 10% discount off all other fees !**

If we have to attend your horse at any other time because of illness or injury we will invoice you for the consultation and treatment in the normal way, **but we will not charge you our normal visit fee.**

At present this will **save you £43.08** (incl. VAT) every time we need to attend your horse!

This offer alone represents a big saving to your annual veterinary costs.

5. All veterinary care for your **family pets** that you own, but are not registered on the scheme, will attract a **10 % discount** from our normal drug prices and fees.

You will also find in this pack the worming and vaccination schedules.

We think this is a very attractive package and one you will welcome.

Membership fees

The cost of membership is dependent upon the size of your horse. This simply reflects the quantity of worm products we will be providing for your animal.

Payment is by quarterly Direct Debit

1. Horse (300kg to 575Kg* body weight)
£114 incl. VAT per quarter
2. Pony (under 300kg body weight)
£102 incl. VAT per quarter

Please read the **Rules and Conditions of Membership** carefully before making a commitment to the Equine Loyalty Plan.

If you would like to enjoy the benefits of the Equine Loyalty Plan please complete the agreement form and return it to us together with your first quarterly payment. (If you join part way through a quarter, then please include in your first payment the additional pro rata amount).

*If your horse weighs more than 575Kg, you will need small additional quantities of wormer to ensure that you have enough to treat your horse. There is an additional cost for this which will depend on the weight of your horse.

Vaccination Programme

When you become a member of our Equine Loyalty Plan please examine your horse's vaccination record to establish when any boosters are due.

It may be the case that your horse is not protected against all three diseases or you may not have kept up to date with the necessary boosters.

There will not be any additional charges if it is necessary to provide primary vaccinations. This offer only applies when you first join the Equine Loyalty Plan.

1. Tetanus

Horses are more susceptible to tetanus than other domestic animals but fortunately we do not see many cases due to the widespread use of vaccination.

The disease is caused by a toxin, which is produced by the soil borne bacteria *Clostridium tetani*. This bacterium usually enters the body through a wound when it will, if conditions are correct, begin to multiply and produce tetanus toxin. The toxin attacks the nervous system causing muscle spasm then paralysis. The disease usually develops slowly but treatment is rarely successful and it soon becomes necessary to euthanase the horse to prevent unnecessary suffering.

2. Equine Flu

This respiratory disease is caused by various strains of equine influenza virus. It is very contagious and will spread rapidly through groups of unvaccinated horses.

Animals are depressed with a fever, cough and nasal discharge. Vaccination provides good levels of protection although occasionally a new strain of virus develops. The vaccine manufacturers monitor Equine flu closely and they try hard to provide a vaccine which produces good levels of protection against the most important strains of influenza virus.

3. Equine Herpes

There are two strains of Equine Herpes Virus incorporated into the vaccine.

- EHV 1.
- EHV 4.

These virus infections are capable of producing a variety of disease signs.

Respiratory Disease

Similar signs to flu with swollen glands and nasal discharge

Abortion

Usually seen in the later stages of pregnancy.

Congenital Rhinopneumonitis

Seen in foals after birth. They are ill right from birth and reluctant to suckle. Most die within 3 days.

Neurological Disease

This form can be seen at the same time as abortion or respiratory disease. The horse develops paralysis from which it may not recover.

The following vaccines are included in the ELP:

Tetanus Toxoid	Tetanus
Prequenza	Equine Flu
Prequenza TE	Combined vaccine Flu and Tetanus
Duvaxyn EHV 1.4	Equine Herpes
Resequin	Combined vaccine Flu and Herpes

It is important that the correct vaccine protocol is followed, not only to protect your horse, but also to satisfy the rules of the Jockey Club.

Outlined below are the current recommendations for vaccine use.

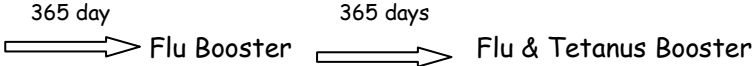
Flu and Tetanus

Primary Course



The first Flu and tetanus booster is given not more than 365days after the 3rd Flu & Tetanus

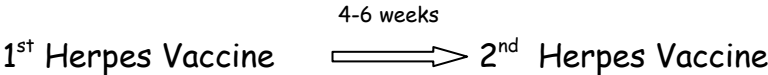
Boosters



This sequence is then repeated.

Equine Herpes

Primary Course



The herpes Primary Course would normally be given at the same time as the first and second flu/tetanus injections.

Boosters

Following the completion of the primary course a booster vaccination is given every 6 months.

It should be noted that the Jockey Club enforces their rulings rigorously. If a booster is overdue, even by one day, they insist that the full primary course be repeated. It is YOUR responsibility to arrange for vaccinations to be given in time. If it is necessary for us to repeat a vaccination course this will be invoiced to you in the normal way.

Worming Programme

The plan includes all the wormers that your horse or pony needs during the year. We will supply you with the appropriate wormer up to 3 weeks before the target date shown on the attached worming programme.

Ponies under 300Kg-body weight will typically need about half of the wormer needed by a full size horse. Therefore the half packs left from the previous worming can be used at the next worming. For this reason less packs of wormer are included in the pony plan than in the horse plan.

The worming programme we recommend follows the best advice available at this moment in time. It seeks to achieve the best possible control of red worm, tapeworm and bots. The programme follows a 3-year cycle. The type and number of wormers supplied each year will vary according to the schedule shown below.

	Year 1	Year 2	Year 3
January	-	-	-
February	Equine Guard	Equine Guard	Equine Guard
March	Double Dose Strongid-P or Pyratape-P	Double Dose Strongid-P or Pyratape-P	Double Dose Strongid-P or Pyratape-P
April	Strongid-P or Pyratape-P	Equest	Panacur
May	Strongid-P or Pyratape-P	-	-
June	Strongid-P or Pyratape-P	-	Panacur
July	Strongid-P or Pyratape-P	Equest	Panacur
August	Strongid-P or Pyratape-P	-	Panacur
September	Strongid-P or Pyratape-P	-	-
October	Double Dose Strongid-P or Pyratape-P	Double Dose Strongid-P or Pyratape-P	Double Dose Strongid-P or Pyratape-P
November	Equine Guard	Equine Guard	Equine Guard
December	Equest	Equest	Equest

The full complement of wormers included in the worm control programme is shown in the table below:

<u>Total Wormer Used Over 3 Year</u>		
	Horse Plan*	Pony Plan
Strongid-P or Pyratape-P	18 syringes	9 syringes
Equest	5 syringes	4 syringes
Panacur	4 syringes	2 syringes
Panacur Equine Guard	6 bottles	3 bottles

Panacur can be supplied either as an oral paste for direct dosing or as granules for in feed administration. The choice is yours. We normally supply Pyratape-P paste or Strongid-P granules.

Ideally all horses kept on the same pasture should be wormed together. This may be difficult to achieve for instance on a livery yard but with good cooperation between owners a good result will be achieved helping all concerned to keep their animals in good health.

Pasture management forms a vital part of good worm control. You should not rely solely on medication. Please ask for advice with regard to your particular circumstances.

To monitor the success of the worming program we will provide one free worm egg count annually. This is ideally carried out in July, prior to the next worming, when the pasture contamination is at its highest level. If a problem is identified additional worm egg counts will be carried out free of charge until the problem is brought under control.

We undertake to make available, for collection at the surgery, all necessary wormers within 2 weeks of the due date. If collection is inconvenient we will be happy post the necessary medication to you (however, post and packaging will be charged to your account).

*If your horse weighs more than 575Kg, you will need small additional quantities of wormer to ensure that you have enough to treat your horse. There is an additional cost for this which will depend on the weight of your horse.

Equine Loyalty Plan: Rules & Conditions

Acceptance

Acceptance to membership of *Equine Loyalty Plan* is at the discretion of Forest House Veterinary Surgery. Membership is only available to clients who do not have an outstanding overdue balance on their account and on the condition that any outstanding balance in the future will be paid within 30 days of invoice date. Membership is renewable on an annual basis.

The scheme can be joined on the quarter dates 1st January, 1st April, 1st July, 1st October in each year. Anyone wishing to join between these dates may do so by paying a pro rate amount to the next quarter in addition to the first annual or quarterly fee. This is currently £38 per month for a horse or £34 per month for a pony. Renewal of membership will apply from the appropriate quarter date. This will not affect the planned treatment schedules.

Fees

Members will be advised in advance of any price changes and given the option to remain on the scheme or cancel. Quarterly fees are due in advance on 1st January, April, July, and October each year and will be collected by Direct Debit. Any additional fees must be settled under the agreed terms of the *Equine Loyalty Plan* within 30 days of the invoice date. Failure to make a payment on time will result in the immediate loss of benefits under the scheme. A refund will not be given for loss of unused products or services. Any additional fees will be invoiced monthly. These must be paid within 30 days of the invoice date in the usual way or you may find it more convenient to instruct us to collect outstanding monies by Direct Debit.

Cancellation

Membership will be cancelled if any of the rules of the scheme are breached. Refunds will not be given under such circumstances.

Membership may be cancelled and a refund given, calculated from the next quarter fee date, only under the following circumstances:

- If you move your horse outside the normal geographical area covered by Forest House Veterinary Surgery.
- If your horse is sold.
- The death of your horse.

Please note :- membership can not be cancelled during the first year unless any of the above applies.

Part used quarterly fees will not be refunded.

Reminders

Reminders will be sent when vaccinations are due, but it is the member's responsibility to make a suitable appointment in reasonable time so that vaccination takes place within the time scale allowed by the Jockey Club.

If Forest House Veterinary Surgery fail to keep an appointment and this results in non compliance with Jockey Club Rules Forest House will restore your horse to full vaccination status without charge.

If the member fails to make an appointment within a reasonable time to enable compliance with Jockey Club Rules or fails to keep an appointment which results in non compliance then the member will be invoiced for any additional costs involved in returning the horse to full vaccination status.

Reminders will also be sent, each quarter, when wormers are ready for collection.

No reminders will be sent for any other services under the scheme.

Worming

All drugs supplied under the scheme are prescribed only for the named horse. It is the member's responsibility to ensure accurate dosing and to ensure correct storage for any unused medication.

Forest House Veterinary Surgery will provide a comprehensive worming programme for the horse and give advice on the correct dose required and any storage requirements of the medicines. Included in the instructions will be a schedule showing the product required and the target dates for worming.

Forest House will make available for collection from the surgery the appropriate wormer 2 weeks before the target date. Delivery could be arranged for a small handling fee.

Application Form

Please read the Rules & Conditions carefully before completing the form below. Then return the **signed form** to the practice **with your first payment**. Please also complete the enclosed Direct Debit form and return to the surgery.
Please make cheques payable to **Forest House Vets Ltd**.

Your Details

Title:	Initials:
Surname:	
Address:	
Postcode:	Telephone No:

Address where horse is kept

Your Horse's Details

Name:			
Breed:		Date of Birth:	
Colour:		Height:	
Sex:			
Size of Animal: (circle your choice)			
Heavy Horse (over 575Kg)	Horse (300kg to 575kg)	Pony (Under 300kg)	
Preferred Wormer (where choice exists)		Paste	Granules

Payment Details

Payment:			
	Horse	Pony	Heavy Horse
Quarterly Fee			Please call the surgery to discuss your horse's worming requirements.
Additional Pro Rata fee if necessary @ £38/ month (Horse) £34/ Month (Pony)			
Payment Enclosed £			

I agree to the rules and conditions of this scheme. I am over 18 years of age.

Signature.....Date.....