



Hook Norton
Veterinary Group

WELCOME TO OUR PRACTICE

Thank you for registering your horse with Hook Norton Veterinary Group. We have enclosed some information to assist you when communicating and working with our practice.

If you need a vet, wish to make an appointment, order drugs or have a general enquiry, our Reception Team will be pleased to help you.

The reception and shop at our Hook Norton surgery is open 8.00 am to 6.30 pm Monday - Friday and 8.00 am to 12.30 pm on Saturday.

[To view the Equine Vets currently working at HNVG, please click here, where you will be directed to our website.](#)

Kind regards,
HNVG



WWW.HOOKNORTONEQUINE.CO.UK





EQUINE SERVICES

Over the next few pages you will see some the services we offer. If you would like any more information then please contact us and speak to one of our receptionists or equine vets.

EQUINE CLINIC & FACILITIES

The Hook Norton equine clinic has stabling for seven horses, plus an isolation stable and turnout facilities, allowing us to accommodate medical and surgical cases alongside day patients. Surgeries can be performed in stocks under standing sedation and local anaesthesia, or under general anaesthesia in our purpose-built operating theatre. Lameness cases are assessed on our hard trot-up and lunging pad.

Our equine vets work closely with Dr Jessica Kidd, an RCVS and European Specialist in Equine Surgery to offer a range of elective and emergency surgeries, including:

- Arthroscopy for OCD fragment removal, septic joint flushes and injury diagnosis and treatment
- Tenoscopy
- Fracture repair
- Castration, including cryptorchids ('rigs')
- Upper airway surgery (e.g. Hobdays, tie-backs)
- 'Kissing spine' surgeries (interspinous ligament desmotomy and dorsal spinous process resection)
- Sarcoïd and melanoma removal
- Laser surgery

The clinic also has a JMB approved measuring pad.





POOR PERFORMANCE & LAMENESS INVESTIGATIONS

While many equine lamenesses can be quickly diagnosed and resolved 'on yard', more complex or subtle cases and poor performance investigations often benefit from coming into our clinic where we have a hard trot up, lunge pad and stocks, as well as all our diagnostic equipment. Additionally, as these cases can take several hours to properly work up, many clients find it convenient to leave their horses with us for the day, thereby avoiding the need (and expense!) of taking time off work.

We understand the pressures facing modern competition horses and the minute division between the top placings – our Equine Team includes vets who compete and own horses at the highest levels and have specific interests and experience across all genres of equine sport and leisure riding, including dressage, eventing, and show jumping, as well as the racing & driving community. We pride ourselves on having a truly holistic approach, working closely with farriers, physiotherapists and other complementary therapists.

We recommend start, mid, and end of season checks, particularly for upper-level athletes, to help ensure your horse performs at its optimum.

Please contact the clinic if you have any questions or would like to discuss an assessment.

SURGICAL LASER

Our surgical laser team, headed by Tom Righton, handles an ever-growing caseload of laser sarcoid removal with outstanding results. Many sarcoids can be removed under standing sedation with local anaesthetic, although horses with multiple sarcoids or those which are difficult to access may require a short general anaesthetic. The surgical laser can also be used to remove melanomas and other growths – please contact us if you have any questions, or would like to discuss sarcoids or melanomas concerning your horse.

THERAPEUTIC LASER

Our Class IV lasers can also be used for therapy as well as for surgery. Laser therapy has a wide range of applications through its photobiomodulatory effects on cells and tissues. Applications for laser therapy include:-

- > Pain relief – laser therapy slows sensory nerve conduction and so reduces the perception of pain. Acute and chronic conditions both respond well to laser treatment, and the equine vets can often be found lasering the latest injuries in the clinic.
- > Increased circulation – improved blood supply to the treated area, speeding up wound healing and resolution of inflammation.
- > Enhanced wound healing – wounds treated with lasers contract (shrink) faster and re-epithelialise (grow new skin) faster than untreated wounds.

ROUTINE PREVENTATIVE HEALTH CARE

VACCINATIONS

Vaccinating your horse, pony or donkey should be part of your routine preventative healthcare plan. While most competition governing bodies require up-to-date vaccinations for competing, we also strongly recommend vaccinating non-competition horses and ponies and breeding animals.

If you would like advice on vaccinating your horse, pony, or donkey, please contact our equine team who will be happy to help.

SMARTPLAN WORMING MANAGEMENT

Our fantastic Lab Team has all the skills and knowledge for us to be able to perform in-house Worm Egg Counts (and much more!), which means we can advise you on what action you need to take with your horse within 24-48 hours.

We also offer SmartPlan, where for an annual fee, you receive everything you need to look after 1 horse, in a well-managed pasture for 1 year.

- > Winter wormer*
 - > Equisal tapeworm saliva test
 - > 3x faecal egg counts
 - > Advice
 - > Weigh tape
 - > Text message reminders
 - > Discount for annual renewals
- (*NB additional wormers, if required, are at an additional cost)

EQUINE DENTAL PROCEDURES

Whether your horse requires a routine rasp or treatment for dental disease, our experienced equine vets have the knowledge, experience, and the latest equipment to perform a thorough and comprehensive examination of your horse's mouth and teeth. This can then be followed by safe and effective dental treatment.

Should your horse be nervous or agitated, our equine vets are legally able to administer sedation to allow a stress-free and safe experience for them.

EQUIPLAN

Equiplan will help to spread the cost of your preventative equine healthcare. It includes, influenza and flu vaccinations, routine dentals, annual worming programme, discounts on supplements, and some lifetime medications.

No hidden costs, no optional extras, just everything your horses, ponies and donkeys should need to keep them healthy and happy.

Full details are on the next page.



WELCOME TO EQUIPLAN





WELCOME TO EQUIPLAN

Equine preventative health care;
plan for tomorrow, start saving today



EQUIPLAN WILL HELP TO SPREAD THE COST OF YOUR PREVENTATIVE EQUINE HEALTHCARE.

We want to keep everything simple, and to do that; there is just one plan. No hidden costs, no optional extras, just everything your horses, ponies and donkeys should need to keep them healthy and happy.

The Healthy Horse Club spreads the costs of your horse's preventative healthcare over 12-months. Utilising a simple Direct Debit scheme, you can sit back and relax. 1 subscription covers your expected, routine, preventative healthcare costs for 1 horse (pony or donkey), for 1 year.

At Hook Norton Veterinary Group, we recognise and understand how important it is to spot and treat disease in its early stages, especially for older animals.

SIMPLY 1 PLAN & 1 PRICE.

SUITABLE FOR HORSES, PONIES AND DONKEYS.

WE PROVIDE YOUR HORSE WITH:

- » FOC Zone Visits
- » 20% discount on EHV vaccination
- » Equiplan discount on lifetime medications*
- » Equiplan discount on selected equine supplements
- » 2 vaccinations annually
- » 2 routine dentals, including sedation (if required)
- » Foot balance radiographs, 1 pair yearly
- » Worming programme, including: 3 faecal WECS, Equisal tapeworm test, winter wormer, & worming advice
- » Text reminders to book vaccinations & dental appointments, worming & WECS
- » Bi-monthly newsletter with member-only exclusive offers and discounts via email.

**Lifetime medications and discounts are at practice discretion and are subject to change.*

Full [T&Cs](#) can be found on our [website](#).

You can sign up online or by calling our Equine Reception Team.

T: 01608 730085

E: equine@hooknortonvets.co.uk

**HOW IT ALL ADDS UP**

£21.99
per month

or

£263.88
annual payment

SAVINGS!
£200.54

**NON-MEMBER
ANNUAL TOTAL**
£464.42*
*excluding zone visit fees & sedation costs that may be incurred.

Prices correct as of Sept 2022

STUD SERVICES & AI

Our highly proficient team, headed by Sam Cutts, has a wealth of experience and will ensure your mare and future foal are in safe hands, whether you are a Sport Horse breeder, Thoroughbred Stud, or would simply like your mare to have a foal.

Our Stud Team provide a comprehensive equine reproduction service for:

- Fresh and frozen artificial insemination (AI)
- In-clinic storage for frozen straws
- Stud livery for single mares and frozen AI
- Routine visits for studs with 4 mares or more
- Synchronising donors and recipients for embryo transfer

We offer competitively priced stud packages, that are available to suit your breeding needs.

• **Our stud packages include**

- All pre-breeding ultrasound examinations
- Semen handling and insemination
- Post breeding check
- Day 14 pregnancy scan
- Day 28 pregnancy scan

• **But exclude**

- Visit fees
- Ovulation agent
- Sedation (if required)
- Livery costs (for frozen AI)
- Uterine lavage
- Management of endometritis
- Management of twins
- Caslick's procedure
- Additional drugs (e.g. additional oxytocin, regumate, antibiotics are chargeable if required)

If you have any questions about putting your mare in foal, please contact us and speak to one of the Stud Vets.

EXPORT TESTING

Our Official Veterinarians are accredited by the Government to certify horses and ponies for export from the UK to other countries. The administrative requirements for horse export testing have changed considerably since Brexit and are now more complicated than previously. **An outline of the necessary steps is provided below – for greater detail, specific questions and to apply for an Export Health Certificate please (EHC) visit the government website.**

You need to complete an EHC and supporting documents to export or move a live animal from Great Britain to the EU or Northern Ireland. The EHC is an official document that confirms your export meets the health requirements of the destination country.

Exporting or moving equines from Great Britain to the EU or Northern Ireland

To export or move horses and other equines from Great Britain (England, Scotland and Wales) to the EU or Northern Ireland, you need to contact:

- Hook Norton Equine Vets – to book an appointment so you can get blood tests taken in time. Please book in plenty of time, as the blood samples are sent away to a Government laboratory and may take up to 2 weeks before the results are ready.
- an agent or transporter and tell them when you plan to travel. Your transporter organises your travel and documentation for you to make sure everything is in order.

You also need to:

- apply for an export health certificate (EHC)
- meet isolation and residency requirements
- check you have the right equine identification (ID)
- be aware of EU border rules
- check that the person transporting the animals has the correct documentation
- check if you need an export welfare declaration
- check if you need a county parish holding (CPH) number

Your agent or transporter will help you with these requirements.

Contact us if you would like to book an appointment for export blood samples to be taken.

LABORATORY SERVICES

Our in-house laboratory team process blood samples, tracheal washes, and faecal worm egg counts, allowing us rapid access to results so we can respond quickly to emergency cases. More specialised tests are sent to external laboratories for processing.

Blood samples

Haematology – counting and examining red and white blood cells to assess hydration and immune system function.

Biochemistry – measuring levels of tissue enzymes to check for muscle damage, organ function and immune system function

Foal IgG tests – checking that foals have had enough colostrum (first milk) to have absorbed sufficient levels of maternal antibodies. Foals are born without any of their own antibodies and have to rely on antibodies transferred through colostrum for immune defence against infectious diseases in the first few months of life

Tracheal Washes

Saline washes taken from the trachea during endoscopy are analysed to count different cell types in order to differentiate inflammation from infection. The samples can also be sent for culture and sensitivity in cases of respiratory infection.

Faecal worm egg counts (WECs)

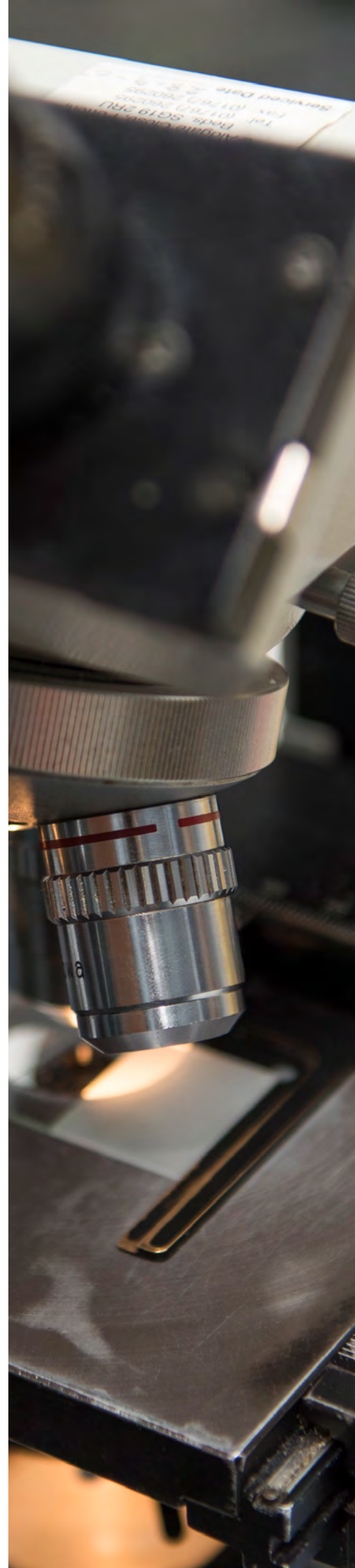
Adult worms in the intestine shed eggs into the faeces, which allows us to use a faecal worm egg count to assess worm burden.

How to collect a faecal sample for a worm egg count

- 1. Collect first thing in the morning, so the sample is fresh. The older a sample is, the more likely it is that any eggs in the sample will hatch, falsely reducing the egg count.*
- 2. Pack the sample into a small pot (available free from equine reception and by prior arrangement from our branch surgeries), pressing down to exclude air. The presence of oxygen encourages eggs to hatch, again falsely reducing the egg count.*
- 3. Bring the sample to the Hook Norton as soon as possible – if you are delayed, please keep the sample refrigerated to inhibit egg hatching. If possible, please bring samples before 12 pm so that there is sufficient time for the Laboratory Team to process the sample while it is still fresh. The lab also processes samples for our busy Small Animal and Farm departments as well as Equine!*

Large batches of samples

If possible, we ask that samples be dropped off before 12 pm. We ask that no more than 10 samples be brought in at one time to ensure that they are all processed while they are still fresh. Aged samples can give falsely low results and may miss an opportunity to treat a horse with a heavy worm burden. However, if you have more than 10 samples to drop off, a quick call to our Reception Team is appreciated so we can forwarn the lab!



HOLISTIC APPROACH TO EQUINE CARE

We pride ourselves on having a truly holistic approach, using complementary therapies and working closely with farriers, physiotherapists and other therapists to help care for your horse and ensure they perform at their optimum.

ACUPUNCTURE

Acupuncture in horses alleviates soft tissue pain, whether it is primary muscle pain or secondary compensations due to musculoskeletal injury. It can be used to complement or replace physiotherapy or medication. Conditions that respond well to acupuncture include back pain, muscle tears or strains, and generalised muscle soreness after injury or laminitis. Acupuncture can be particularly useful in managing sports horses, as treatments can be given very close to competition.

Fiona Elliot and Nancy Homewood are trained in veterinary acupuncture, and are available for consultations both at the surgery and at home. If you would like to find out more please phone Fiona or Nancy at the practice on 01608 730085.



EQUINE BEHAVIOUR TRAINING

Does your horse get stressed or anxious during vet or farrier visits? If so, you probably get quite stressed too! What if there was a system of low-stress handling techniques that you could learn to help your horse be more relaxed?

Senior Equine Vet, Sally Hodgson, has a strong interest in equine behaviour and training and has space to offer a number of clinical equine behaviour consultations, using humane methods based on modern equitation, science and an understanding of equine behaviour.

Common issues that we can help with in this way include fear or dislike of needles or examinations, handling or catching problems and fear of the farrier. These methods are also very effective for everyday handling and education of foals and youngsters.

Our aim is to create a vet visit that is less stressful for you and your horse and to give you the tools to work through common handling problems in a safe and humane way.

Research published in the journal Equine Veterinary Education has highlighted that equine vets have one of the highest injury risks of all civilian professions. To help address this serious issue, the British Equine Veterinary Association has launched a series of videos, featuring equine vet and behaviourist Gemma Pearson, demonstrating quick, simple and humane ways of helping horses to be quiet, relaxed and safe for injections, clipping, worming, examinations and other veterinary procedures.

Please contact the practice and speak to Sally if you would like to book a behaviour consultation. T: 01608 730085

PORTABLE DIAGNOSTICS

ULTRASONOGRAPHY

Ultrasonography (scanning) is the go-to imaging technique for soft tissue injuries and medical diagnostics. Our portable machines allow us to capture very high-quality images.



TENDONS, LIGAMENTS AND JOINTS

Scans of the lower legs are very commonly performed to diagnose and assess the severity of an injury. This information helps us to form a treatment plan tailored to your horse. In addition, repeating scans through the rehabilitation period lets us monitor healing and make sure that rehabilitation is progressing at the correct rate. Ultrasound scans of the tendons during the competition season are also a useful tool for monitoring horses performing at a very high level, such as eventers and racehorses, and can allow minor strains to be detected and treated before they become serious injuries.

We can also use ultrasound to examine joints, for example, the cartilages in the stifle joint or small OCD fragments in fetlocks and stifles. In these cases, ultrasonography complements the information gained from x-raying.

ABDOMINAL DISEASE

Ultrasound can be used to help us assess the abdomen in sick horses. The depth of tissue and the presence of gas in the large intestine means that not all of the abdominal contents can be seen on a scan, but there is still a lot of information that can be gained from imaging the structures we can reach! Ultrasound can help guide us in taking biopsies in horses with liver disease and in finding bladder stones.

HEART SCANS

Cardiac scans (echocardiography) allow us to assess the health and function of the heart – our Doppler probe lets us identify turbulent blood flow caused by leaky heart valves.

EYES

Most of the time, we can examine the back of the eye using an ophthalmoscope, but if the cornea is completely clouded over, we can use ultrasound to check for problems such as retinal detachment and glaucoma.

PREGNANCY DIAGNOSIS

Ultrasound examination can detect pregnancy as early as 14 days and find the embryo's heartbeat from 28 days. It also lets us check the health of the placenta. View our Stud Work page for more information on getting your mare in foal.

FRACTURES

Although bone reflects ultrasound, fractures of flat bones such as the pelvis and shoulder blade can sometimes be seen on an ultrasound scan. In a normal horse, the surface of the bone appears as a smooth, continuous white line. However, a fracture may create a gap or step in the white line – sometimes, this can be very subtle and may require scanning on several occasions to be sure of the diagnosis.

HOW DOES ULTRASONOGRAPHY WORK?

Ultrasonography works by sending a beam of sound waves into the body. When the beam hits the tissues, it is partly reflected back towards the probe. The probe detects the return signal and the machine processes this to produce a picture.

Different tissues reflect different proportions of the beam, and so produce different shades of white or grey in the ultrasound image. For example, bone reflects all of the ultrasound beam and so looks bright white on the screen. Tendons reflect some of the beam and appear grey. Fluid doesn't reflect any of the beam and so looks black. This allows us to identify different structures and changes in the appearance of the structures we examine and guide our diagnosis. Like bone, air reflects all of the ultrasound beam and prevents us from seeing any structures behind it. This is why we need to clip and apply coupling gel to the skin for scanning – clipping removes the air trapped between the coat's hairs, and the coupling gel ensures the probe has an even contact with the area we want to scan.

PORTABLE DIAGNOSTICS

ENDOSCOPY

Fibre-optic endoscopy allows us to examine the upper airway, nasal passages, guttural pouches, sinuses, oesophagus, stomach and bladder under standing sedation. Some endoscopy procedures examinations can be carried out using a battery-powered endoscope (e.g. upper respiratory tract), but others, such as gastroscopy, use a larger video unit which requires mains power. When booking an endoscopic examination please let us know whether or not mains power is available at your yard so we can make the necessary arrangements to meet your needs.

Mucus and blood in the upper airway can indicate inflammation or infection of the airways and is graded to reflect severity. Tracheal wash and bronchoalveolar lavage samples can be taken for characterisation of the problem (bacterial infection vs. allergic airway disease) and for culture and sensitivity in the case of bacterial infections.

X-RAY

We have two portable digital x-ray systems that provide high-quality images wherever you may be. In addition, our battery-powered generator allows us to take x-rays without mains power. However, please let us know when booking an x-ray appointment if you do not have mains power!

X-ray images are uploaded to a cloud-based storage system from which they can quickly be emailed to you, your farrier, referral clinicians or anywhere else they are needed.

Preparation is an important part of acquiring high-quality images. You can help us in this by ensuring that your horse is clean and dry (mud and wet hair can be seen on x-rays and can prevent accurate interpretation of the image!) and that there is a firm, level surface, preferably under cover – electrics and rain don't mix well!

SHOCKWAVE THERAPY

Extracorporeal shock wave therapy (ESWT) or 'Shockwave' therapy.

Shockwave therapy is a non-invasive treatment and uses a high-energy sound wave created outside the body and transferred to a specific area within the body. It is very useful alongside the treatment of many ligament injuries and back pain, helping to stimulate healing and reduce pain.

The energy waves travel easily through the skin into deeper structures within the body, where they can stimulate healing.

We routinely use shockwave therapy for:

- Suspensory ligament injuries
- Collateral ligament injuries
- Navicular Syndrome
- Sacro-iliac injuries
- Kissing spine and back pain
- Splints
- Angular limb deformities in foals





PRE-PURCHASE EXAMINATIONS

The pre-purchase examination, or 'vetting', is designed to identify potential veterinary-related risks associated with purchasing a horse and whether it is likely to be able to physically fulfil your requirements. Our vets are caring and reliable, with many years of experience. We provide you with a thorough examination, offering sensible and practical advice.

The pre-purchase/vetting examination provides an assessment of the horse at the time of examination to help inform the potential purchaser's decision to continue with their purchase. However, it does not guarantee a horse's suitability for its intended use.

Please contact our Equine Reception Team for pre-purchase examination prices.

Follow the QR code to our website where you can view full details of what is involved at each stage of a pre-purchase examination, request a vetting and sign vetting documents pre-purchase.



JMB MEASUREMENTS

Our Equine Clinic has a JMB official measuring pad. Nancy Homewood is on the JMB panel of Official Measurers. We accept measures from both clients and non-clients – please refer to the JMB website for full details of how to arrange a measurement, or contact us on 01608 730085 to book a measurement.

Booking a JMB Official Measure

All measures must be booked and paid for online before the appointment via the official JMB website.

> You will need to select Hook Norton Veterinary Group as your 'preferred measurer' and complete the online form before calling us to book an appointment.

> When you call us to book a measurement, please have your horse's microchip number to hand. We prefer to book measurements at around 4 pm, as this is when the clinic is usually quietest – we are trying to help you achieve a calm and relaxed horse!

> Please remember to bring your horse's passport to the measurement appointment, as the horse's identification must be verified before measuring.

ZONE VISITS

As a practice we run a system of visits, with a significantly reduced visit fee of £15 on specific zone days. The practice area has been divided up into three segments, each of which is allocated a different day of the week. Registered clients must phone and book no later than 48-hours prior to their zone visit day.

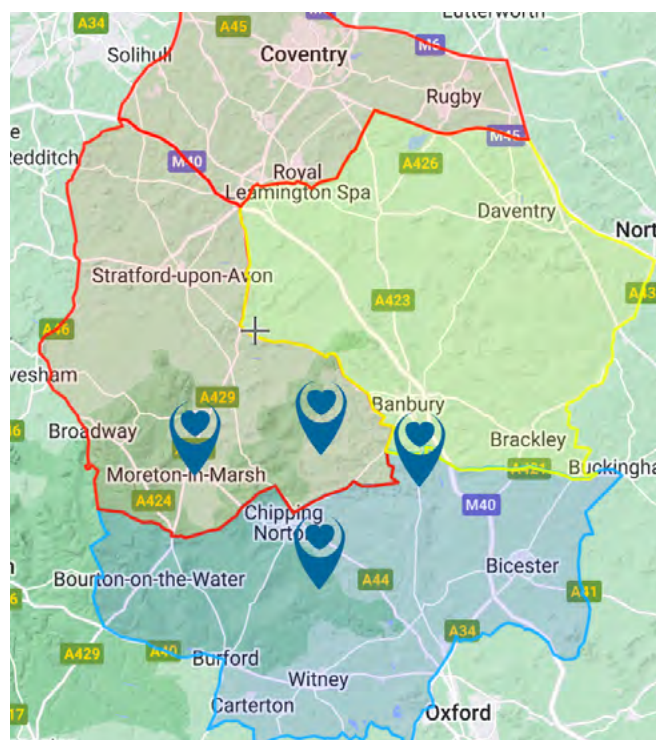
Zone days are Tuesdays (red), Wednesdays (yellow) or Thursdays (blue) depending on your colour coded area shown on the map. [An interactive map is available on our website.](#)

By offering a limited selection of routine procedures and efficiently organising the vet's day we can reduce the visit charge.

Zone visit clients need to be flexible. The vet will determine the time of the visit from the number of calls booked in on a particular day. The day prior to your zone visit we will contact you by telephone and you will be given a 2-hour time 'window' in which the vet is expected to arrive.

Your horses/ponies need to be caught, ready and waiting with their passports for when the vet arrives on the yard and there must be a suitable person present to handle the animal/s. Vets are unable to perform extra examinations or treat extra horses in addition to the procedures booked.

Below: The map is for guidance only. If you are unsure of your zone day please contact us.



Zone visits will be allocated on a 'first come, first served' basis and are only available to clients who are up to date with their invoice payments - i.e. paid within 30 days from the date of invoice. This directly rewards clients dealing efficiently with their invoices - enabling us to provide this reduced visit fee service.

Clients who receive a zone visit but are not up to date with our Payment Terms will be charged as a Multiple/Shared Visit (approximately 1/3 of a full visit for their area) - unless the delay in payment is due to a pending insurance claim.

To book onto a zone visit simply contact our Equine Reception Team on 01608 730085 (option 1) and we will book you onto the next available day.

Zone visits do not work with everyone's commitments and work schedules; if you cannot be available for the 2-hour time window on your allocated day we will be more than happy to book you a visit at a time to suit you.

ROUTINE PROCEDURES INCLUDED ON ZONE VISITS

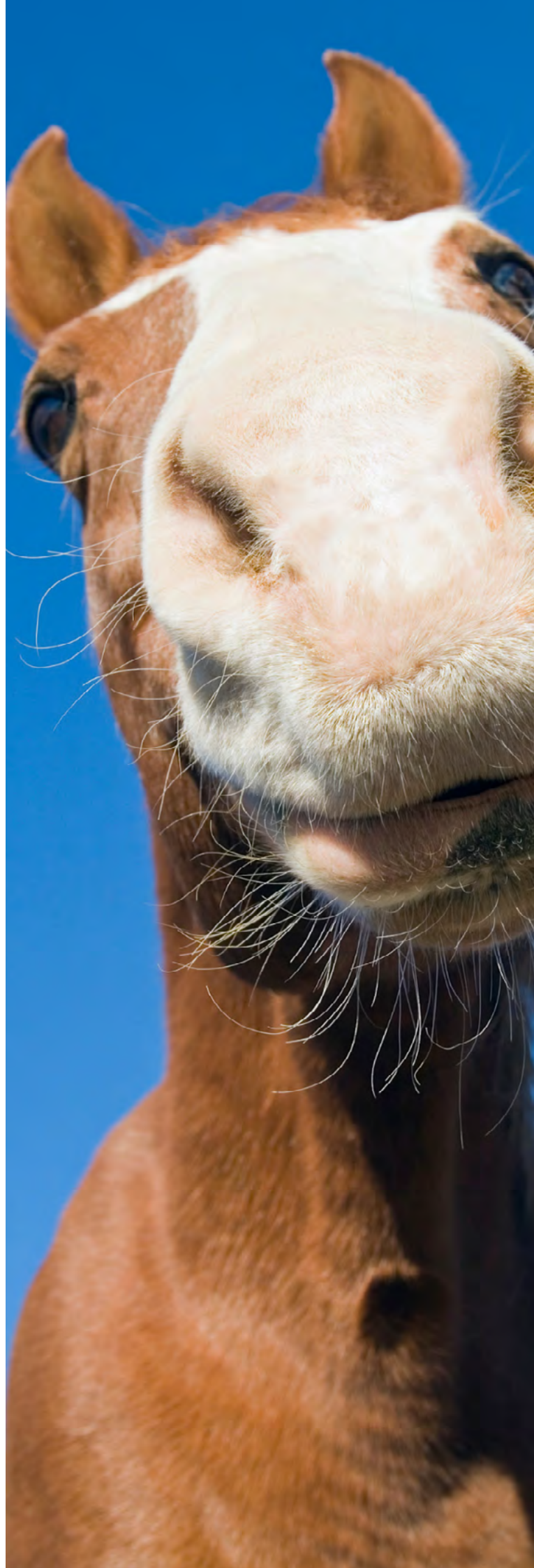
- Vaccinations
- Blood tests

(Please note that some blood tests will require you to bring the bloods back to the Hook Norton Surgery within 2 hours. If you cannot do this, then we recommend that you book a regular visit with one of our Vet's)

- Routine dentistry
- Dressing changes (at vet's discretion)
- Sedate for clipping
- Sedate for the dentist

(maximum 2. If sedating for your own dentist, they must be registered with the BAEDT)

- Stitch/Staple removal
- Mite injections
- Micro-chipping
- Passports & identification papers



IN AN EMERGENCY USE THE
TELEPHONE NUMBER BELOW:

» 01608 730085

AND HAVE THE FOLLOWING
INFORMATION TO HAND:

- » DETAILS OF THE EMERGENCY
- » CONTACT TELEPHONE NUMBER
- » THE EXACT LOCATION OF WHERE
THE VET NEEDS TO MEET YOU

EMERGENCY SERVICE

OUT OF HOURS EMERGENCY SERVICE

The Surgery is closed between 6.30pm and 8.00am Monday to Friday; between 12.30pm and 8.00am on Saturdays; and all day on Sunday and Public Holidays.

Horse owners calling the practice (**telephone number - 01608 730085**) after 6.30pm will automatically be diverted to the Emergency Answering Service. The Emergency Answering Service will take your details, which are then handed over to the dedicated Equine Duty Vet, who will then contact you as quickly as possible.

It is important that the Vet has a telephone number on which you can be contacted, knows the nature of the problem and the exact location of where they need to meet you.

IT IS EASIER SAID THAN DONE, BUT TRY NOT TO PANIC. THE VET WILL BE WITH YOU ASAP. ONCE YOU HAVE HUNG UP, IF YOU HAVE ANY CONCERNS PLEASE PHONE US BACK.



RECEPTION & SHOP

Equine Reception at our Hook Norton Surgery is open

8.00am to 6.30pm, Monday to Friday
8.00am to 12.30pm, Saturday

Our dedicated Equine Reception Team are available to assist clients with making appointments, ordering and collecting drugs and contacting vets.

We have a well stocked and competitively priced shop, supplying POM-VPS products, consumables and other seasonal products.

This is backed up with professional advice from our SQP/AMTRA qualified staff.

POM-V drugs will require veterinary authorisation, therefore we ask for 24-hours notice before collection.

Drugs can be collected from our Hook Norton Surgery any time during open hours Monday to Saturday.

Drugs will be available for collection from our branch surgeries in Charlbury, Deddington and Moreton-in-Marsh (pending veterinary authorisation) Monday - Friday, from 5.00pm the following day.



INDEPENDENCE MATTERS



she's the boss

XLVETS

XLVets is a group of independent, mixed and equine veterinary practices spanning the length and breadth of the UK. We are a collaborative group and endeavour to be nationally recognised as the 'quality mark' for veterinary care for horses, ponies & donkeys.

Here at Hook Norton Veterinary Group, we know how important it is for our vets to have the clinical freedom to tailor the care we provide on an individual basis so that all our clients get the best service possible. This is why we remain independent from any corporate or other ownership, continuing our long tradition of providing high-quality veterinary care with a family ethos.

We continue to be a member of XLVets, who provide us with invaluable support and resources, whilst enabling us to help support other independent practices around the country. We work together to share, experience, knowledge, ideas and skills in order to define and deliver the highest standards of equine health, care and welfare. For more information visit www.xlequine.co.uk

That's why we're proud to be a group of independent vets, not a corporate.

Together we can have the freedom to focus on patients, not targets.

Discover true freedom
xlvets.co.uk/the-boss

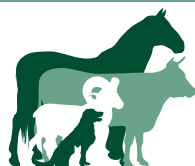
My practice. My purpose.



CONTACT US

HOOK NORTON

Hook Norton Veterinary Group,
Hook Norton Hospital,
White Hills Surgery, Sibford Road,
Hook Norton, Banbury, Oxon
OX15 5DG



Pets: 01608 730501
Equine & Farm: 01608 730085
Accounts: 01608 738501

enquiries@hooknortonvets.co.uk

CHARLBURY BRANCH

Hook Norton Veterinary Group,
Charlbury Practice,
The Spendlove Centre,
Enstone Road, Charlbury,
Oxford, OX7 3PQ

Pets: 01608 811250
charlbury@hooknortonvets.co.uk

DEDDINGTON BRANCH

Hook Norton Veterinary Group,
Deddington Practice,
Heritage House, St. Thomas Street,
Deddington, Oxfordshire,
OX15 0SY

Pets: 01869 337732
deddington@hooknortonvets.co.uk

MORETON BRANCH

Hook Norton Veterinary Group,
Moreton-in-Marsh Practice,
Cotswold Business Village,
3 Wychwood Court,
Moreton-in-Marsh, GL56 0JQ

Pets: 01608 695305
moreton@hooknortonvets.co.uk



DIRECTIONS

“HNVG are proud to be a part of the communities where our branches are located and provide a quality service to local pet, equine and farm owners in the area.”

HOOK NORTON SURGERY

Our Hook Norton Surgery is situated on the outskirts of Hook Norton village. Please use the postcode OX15 5DF if you are using a SAT NAV. This will take you to The Gate Hangs High pub which is situated at a crossroads. Take the turn towards Hook Norton village and you will see the Hook Norton Surgery turning on the left-hand side .

CHARLBURY BRANCH

Our Charlbury branch is situated just off the Enstone road in the heart of Charlbury. Please use the postcode OX7 3PQ, if you are using SAT NAV. Turn off the Enstone road by The Co-operative Food Store. Behind The Co-op is the Spendlove Centre (next to the Charlbury Community Centre), you will find our Charlbury branch situated on the left-hand side as you face the building.

DEDDINGTON BRANCH

Our Deddington branch is situated towards the outskirts of Deddington. If using a SAT NAV please use the postcode OX15 0SY. Head towards Oxford on New Street. As you leave Deddington you will see a left turning with a grass triangle & planters in the middle. Take this left turn onto St Thomas Street. A further 20 metres, there is a small lane on the right, which is signposted for both HNVG and Cox's Garage. Take this turning and you will see the branch behind the garage on the left. Free parking is to the rear.

Right: The front of our Hook Norton Surgery.

MORETON-IN-MARSH BRANCH

Our Moreton branch is located at the Cotswold Business Village on the outskirts of Moreton-in-Marsh. Please use the postcode GL56 0JQ if using SAT NAV. As you head into/out of Moreton on the London Road you will see the Cotswold Business Village clearly signed. Turn into the Cotswold Business Village and take the second left-hand turn, before Cotswold Casement. The branch is situated at the far corner of the building and is clearly signed.

All branches have free parking.

If you are unsure as to the location of a particular branch, please contact our friendly Reception Team.



A photograph of a tree-lined drive leading to Hook Norton Surgery. The road is paved and curves gently to the right, flanked by tall, leafy trees on both sides. The sky is bright and slightly hazy. The text 'DIRECTIONS TO OUR HOOK NORTON SURGERY FROM THE BRANCH SURGERIES' is overlaid on the left side of the image in a bold, black, sans-serif font. Below the text is a solid green horizontal bar.

DIRECTIONS TO OUR HOOK NORTON SURGERY FROM THE BRANCH SURGERIES

Above: the tree lined drive at
our Hook Norton Surgery.

FROM CHARLBURY

Turn left out of the Spendlove Centre and follow the B4022 towards Enstone/ A44. Turn left onto the A44 and head through Enstone towards Chipping Norton, staying on the A44. At the roundabout take the 2nd exit onto the A3400. Continue 1 mile on the A3400, take the 2nd right turn towards Great Rollright. Stay on this road and turn left at the T junction. Stay on this road for 3 miles. After the Firs Garage you will come to a pub called The Gate Hangs High (on the left), turn right opposite the pub and you will see the Hook Norton Surgery signed on the left-hand side.

FROM DEDDINGTON

Turn left out of the branch surgery lane and onto St Thomas Street. Then turn right onto the Highstreet at the T junction. At the lights turn left onto Hempton Rd/ B4031. Stay on the B4031 through Hempton and continue for 5 miles, until you get to the Banbury Road/ A361. Turn left onto the Banbury road and then take the next right onto Swerford Heath Hill. Continue on this road for 2 miles, through Wiggington (caution, narrow lanes). Head straight over the crossroads & continue half a mile until you get to the next crossroads. Turn left. Stay on this road for 2 miles, until you get to The Gate Hangs High pub. Turn left at the pub, signed Hook Norton. You will see the Hook Norton Surgery signed on the left-hand side.

FROM MORETON-IN-MARSH

Turn right out of the Cotswold Business Village onto the London Road/ A44. Stay on the A44 for 4 miles until you come to the Greedy Goose pub. Take the left-hand turn after the pub, signposted Little Rollright. Stay on this road for 3 miles, you will come to a staggered crossroads on the A3400. Turn right on the A3400 and then immediately left. Stay on this road for 1 mile and take the left turn at the next T junction. Stay on this road for 2 miles, until you get to The Gate Hangs High pub (on your left). Turn right at the pub, signed Hook Norton. You will see the Hook Norton Surgery signed on the left-hand side.

EQUINE VISIT CHARGES

FULL VISIT*:

This will be charged for a visit requested on the same day a vet is required. This is regardless of the number of horses or owners. This is also charged when you call for a vet for an emergency during the day.

DISCOUNTED VISIT*:

This charge applies when a call is booked 24-hours or more in advance. A discounted fee is approx. 66% of a full visit charge.

MULTIPLE/ SHARED VISIT*:

This is a visit for THREE or more OWNERS at the SAME premises, booked 24-hours or more in advance. All visits should be booked together to be eligible. The fee for this is approx. 33% of a full visit charge.

EMERGENCY/OUT OF HOURS VISIT:

If an emergency call is out of hours (between 6.30pm and 8.00am) there will also be a charge in addition to a full visit fee for this service.

VETTINGS:

All vettings are charged with a full visit fee.

EQUINE ZONE VISITS:

£15 per visit, unless your horse is registered in the Healthy Horse Club Scheme (Terms & Conditions apply).



ALL FEES ARE AT THE VETS DISCRETION

To find out your full visit fee
please contact
Equine Reception on 01608
730085.

*Full, discounted and multiple
shared visits take place during
normal working hours.

PAYMENT TERMS

Accounts Department

T: 01608 738 501

E: accounts@hooknortonvets.co.uk

Clients are requested to settle their fees at the end of each consultation or procedure and/or upon collecting drugs, feeds and shop sales.

Clients who have agreed credit terms are sent an invoice to be settled strictly within 30 days from the date of the invoice. If you are an XLVet UK Ltd registered farm client, the shorter 21-day payment term specified in that specific agreement must be adhered to for you to retain your special benefits. A full fee breakdown will appear on all invoices.

Should you become unable to pay your account according to our Payment Terms or consider that there may be a problem with your account or invoice details, please contact our Accounts Department on:

T: 01608 738501 between 8 am and 5 pm Monday to Friday, or,

E: accounts@hooknortonvets.co.uk

as soon as possible after receiving the invoice to resolve the matter.

Any cheque returned by our bank as unpaid, any credit card payment not honoured, and any cash tendered found to be counterfeit will result in the client's debt being restored to the original sum on their account– with further charges added in respect of the bank charges and administrative costs arising from this.

In the absence of any other arrangement agreed with the Practice, accounts not settled within 30 days of the invoice date will incur an administrative surcharge of 2% per month.

For any account remaining unpaid after this time, we reserve the right to take such action as we consider appropriate to recover our fees. Your contact and account details may be passed to third-party debt collection agencies engaged to recover the outstanding fees and/or instigating proceedings against you in the County Court. You would be liable to pay any additional costs incurred, which will be added to your client account. Please be aware that the use of debt collection agencies and the County Court could affect your credit rating.

We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full. In addition, where we consider it appropriate to do so, we may require payment on account before goods and/or services are provided.

METHODS OF PAYMENT

Payment may be made by the following methods:

- 1) Cash** – at Practice premises only
- 2) Cheque** – (no post-dating) made payable to HNVG LTD
- 3) Credit Card** – major credit cards accepted (except American Express)
- 4) BACS** – please quote your client ID & account name in the reference details

Account Name: HNVG LTD

Bank Name: Lloyds Bank plc

A/C Number: 59118860

Sort Code: 30-80-95

SWIFT: LOYDGB21102

IBAN: GB63 LOYD 3080 9559 1188 60

BIC: LOYDGB21740

- 5) Insurance Scheme** – where clients authorise their insurance claims to be paid directly to Hook Norton Veterinary Group, they are subject to a minimum claim amount of £500. The client must pay all excess and administrative charges within 30 days by the methods above.





HNVG LTD TERMS & CONDITIONS OF BUSINESS

Thank you for entrusting your animals' care & attention to HNVG LTD. We are dedicated to providing good quality veterinary attention for all animals under our care to ensure their health and welfare. We aim to provide a professional, modern veterinary service with traditional values in an approachable and compassionate manner for all aspects of animal care.

This document sets out the Terms of the Contract established between us (HNVG LTD) and you (the registered animal owner or individual requesting veterinary services), which comes into being when you register your animal with our Veterinary Practice or when you ask us to provide veterinary services.

Should you have any queries regarding any aspect of these Terms and Conditions of Business, please do not hesitate to ask us for further clarification. Accepting these conditions confirms that you are over 18 years of age.

ABOUT THE BUSINESS

HNVG LTD is registered in England and Wales under Number 14102250; our registered office is White Hills Surgery, Sibford Road, Hook Norton, Banbury, Oxon, OX15 5DG.

HNVG LTD (HNVG) is a mixed veterinary practice with separate Equine, Farm and Small Animal Departments. The Practice consists of our Surgery premises detailed below for treating your animals at Hook Norton, Deddington, Charlbury and Moreton-in-Marsh – as well as comprising the mobile services of our dedicated team of vets and nurses attending mainly Farm and Equine calls. Small Animal visits are also available in certain circumstances.

Our Surgery premises are situated at:

HOOK NORTON:

RCVS Accredited Practice – Small Animal Veterinary Hospital, Farm Animal General Practice, Equine General Practice – White Hills Surgery, Sibford Road, Hook Norton, Banbury, Oxon. OX15 5DG.

CHARLBURY:

RCVS Accredited Practice – Small Animal Core Standards – The Spendlove Centre, Enstone Road, Charlbury, Oxford. OX7 3PQ.

DEDDINGTON:

RCVS Accredited Practice – Small Animal Core Standards – Heritage House, St Thomas Street, Deddington, Oxon. OX15 0SY.

MORETON-IN-MARSH:

RCVS Accredited Practice – Small Animal Core Standards – Cotswold Business Village, 3 Wychwood Court, Moreton-in-Marsh, Glous, GL56 0JQ.

GENERAL TERMS APPLYING TO THE PROVISION OF ALL GOODS & SERVICES

VETERINARY CARE

HNVG aims to provide veterinary services in accordance with the code encompassed in the RCVS guidelines for practice standards and for the professional conduct of veterinary surgeons and veterinary nurses. Guidelines are available at www.rcvs.org.uk. Please be aware that veterinary care will be withheld from clients who appear aggressive or abusive to staff members.

FEES & CHARGES

All fees for professional advice, services and prices for goods (including food, accessories and drugs) are subject to VAT at the applicable rate. You will receive a detailed breakdown of these charges for every consultation, surgical procedure and transaction with us. Professional fees vary depending on the time spent on a case, the level of expertise required of the staff looking after your animal, and according to the drugs, materials or consumables used to provide these services. These may also include fees for

the case referral to another specialist practice. Separate charges will also apply for the costs of posting or delivering clinical samples for analysis and sending out orders for drugs/ other goods if requested. These are usually sent by Recorded or Special Delivery post or delivered by courier.

ESTIMATES

Estimates may be provided verbally either at the time of booking the appointment or during the consultation itself. Written estimates are available on request. Any estimate given can only be approximate since an animal's illness will not always follow a conventional course, and unforeseen expenses may occur. We will endeavour to contact you at our earliest opportunity if we believe the costs could be significantly higher than the estimate. Please note: for long-term hospitalised patients, account updates can be given daily upon request.

PRESCRIPTIONS & DISPENSING OF DRUGS

You may obtain Prescription Only Medicines, Category V (POM-Vs), from this Practice OR ask for a written prescription and obtain these medicines from another veterinary surgeon or a pharmacy. HNVG can only prescribe POM-Vs for animals under our care. However, we can provide POM-V drugs if presented with a written prescription from another veterinary surgeon. A prescription may not be appropriate if your animal is an in-patient or if immediate treatment is necessary. Your veterinary surgeon may only prescribe relevant veterinary medicinal products following a clinical assessment of an animal under our care. The general policy of this Practice is to recheck an animal requiring repeat prescriptions for supplies of relevant veterinary medicinal products every 3 months; however, this may vary with individual circumstances. In more complicated/unstable cases, prescription rechecks may be more frequent depending on the professional judgment of the veterinary surgeon managing the case. There is usually a charge for a prescription recheck and written prescriptions, details of which will be provided on enquiry. You will be informed, upon request, of the price of any medicine which may be prescribed for your animal. Please give us 48 hours' notice for any requests for a repeat or written prescription.

REMINDERS

Your responsibilities – you are responsible for ensuring your animal's routine healthcare is up to date. Where possible, we provide a reminder service to help remind you of specific dates for routine healthcare. We are not responsible for lost reminders or reminders you have not viewed. It is your responsibility to book these appointments, and we are not accountable should your animal become overdue for routine healthcare; this includes but is not limited to; vaccinations, internal and external parasite treatments, dental care, and health checks.

PET HEALTH

INSURANCE, MICROCHIPPING & VACCINATION

HNVG strongly support the principle of insuring your animal against unexpected illness or accident. HNVG will endeavour to complete and forward an insurance claim to your insurance company as soon as practicable after the submission of the claim form to us by the client.

The following applies if you need to make an insurance claim.

- **If the cost of the claim is under £500.00.** We kindly request that payment is made in full to HNVG at the time of any treatment. We will assist you in making a claim with your insurance company and arrange payment to be made to you directly with no admin fee.
- **If the cost of the claim is over £500** and you do not wish to make payment at the time. We kindly ask for you to make payment for any excess at the time plus the admin fee of £19.00 per condition. We will manage your insurance claim and arrange for payments to be made directly to HNVG.
- **If it is a continuation.** Payment terms are as above. However, there is no admin fee for a continuation claim, and in most cases, there is no additional excess.

The client must pay all excess and administrative charges within 30 days by the methods above. Please note that the balance of any fees charged that the insurance company does not cover will be subject to full payment by the client or animal owner/agent. The submission by you of an insurance claim form for your animal will automatically give us the right to discuss your claim with and respond to enquiries made about it by your Insurance Company.

HNVG also strongly recommend having your animal regularly vaccinated and microchipped (required by law for dogs). Please ask for details about these important actions you can take to protect, care for, and identify your animal.

OUT-OF-HOURS SERVICE

Weekend consultations are available at our Hook Norton Hospital.

Telephone calls to closed branches are automatically redirected to Hook Norton. We operate a 24-hour emergency service and have our own dedicated Night Veterinary & Nursing Team. If a call is 'out of hours', the telephone call will be answered by our Answering Service, who will contact the duty veterinary surgeon to respond to your emergency as soon as possible. In the rare event you are not called back within 10 minutes, please redial. For animals needing 24-hour intensive care or nursing, this is provided at the Small Animal Hospital at White Hills Veterinary Surgery, Hook Norton, where we also have Equine in-patient facilities. Please note that additional charges apply for out-of-hours consultations.

OWNERSHIP OF RECORDS, X-RAYS & SIMILAR DOCUMENTS

The care given to your animal may involve making some specific investigations, for example, taking blood samples, X-rays, or performing ultrasound scans. Even though we make a charge for carrying out these investigations & interpreting their results, the resulting records (clinical or otherwise) remain the property of the HNVG.

Case records can be copied and, on request, may be passed onto another veterinary surgeon taking over the case. Clinical samples taken may also be passed onto external laboratories to undertake further investigations to assist with our diagnosis or treatment plan. There may be a charge incurred for copying any veterinary records and documentation.

SYMPTOM CHECKER & POISONS GUIDE

Our interactive Symptom Checker and Poisons Guide are a guide only. They help you decide how quickly you should call the vet to seek veterinary attention and are only for use in the UK. If your animal's symptoms are not listed, you are worried, or you are in any doubt about your animal's condition, telephone your vet for advice.

PAYMENT TERMS

Clients are requested to settle their fees at the end of each consultation or procedure and/or upon collecting drugs, feeds and shop sales.

Clients who have agreed credit terms are sent an invoice to be settled strictly within 30 days from the date of the invoice. If you are an XLVet UK Ltd registered farm client, the shorter 21-day payment term specified in that specific agreement must be adhered to for you to retain your special benefits. A full fee breakdown will appear on all invoices.

Should you become unable to pay your account according to our Payment Terms or consider that there may be a problem with your account or invoice details, please contact our Accounts Department on:

T: 01608 738501

between 8 am and 5 pm Monday to Friday, or,

E: accounts@hooknortonvets.co.uk

as soon as possible after receiving the invoice to resolve the matter.

Any cheque returned by our bank as unpaid, any credit card payment not honoured, and any cash tendered found to be counterfeit will result in the client's debt being restored to the original sum on their account—with further charges added in respect of the bank charges and administrative costs arising from this.

In the absence of any other arrangement agreed with the Practice, accounts not settled within 30 days of the invoice date will incur an administrative surcharge of 2% per month.

For any unpaid account after this time, we reserve the right to take such action as we consider appropriate to recover our fees. Your contact and account details may be passed to third-party debt collection agencies engaged in recovering the outstanding fees and/or instigating proceedings against you in the County Court. You would be liable to pay any additional costs incurred, which will be added to your client account. Please be aware that the use of debt collection agencies and the County Court could affect your credit rating. We shall be entitled to suspend the provision of any further goods and/or services until you have paid any outstanding sums in full. In addition, where we consider it appropriate, we may require payment on account before goods and/or services are provided.

METHODS OF PAYMENT

Payment may be made by the following methods:

- 1) **Cash** – at Practice premises only
- 2) **Cheque** – (no post-dating) made payable to HNVG LTD
- 3) **Credit Card** – major credit cards accepted (except American Express)
- 4) **BACS** – please quote your client ID & account name in the reference details

Account Name: HNVG LTD

Bank Name: Lloyds Bank plc

A/C Number: 59118860

Sort Code: 30-80-95

SWIFT: LOYDGB21102

IBAN: GB63 LOYD 3080 9559 1188 60

BIC: LOYDGB21740

- 5) **Pet Insurance Scheme** – where clients authorise their insurance claims to be paid directly to HNVG LTD, they are subject to a minimum claim amount of £500. The client must pay all excess and administrative charges within 30 days by the methods above.

LIFETIME CARE CLUB

When joining the Lifetime Care Club, you accept these terms and conditions. It is important to read them carefully, and please ask a staff member if you have any queries. If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. The Lifetime Care Club is a rolling annual preventative healthcare programme. The Lifetime Care Club is **not** an insurance policy.
2. Membership of the agreement constitutes an agreement between you and HNVG LTD. Membership and benefits are not transferable to another pet, owner or veterinary practice.
3. During your membership, you will receive products and services including, but not limited to, vaccines and flea/worming/tick treatments and a full health check with one of our vets or a nurse. Please refer to our website or Lifetime Care Club leaflet for full details of what is included.
4. Lifetime Care Club discounted services.
 - 4a. The 20% discount on standard neutering does not include any drugs given or prescribed medications. The discount applies to a standard neuter, not a laparoscopy spay.
 - 4b. The 10% discount on consultations applies to routine consultations booked during routine appointment hours only and does not include emergency appointments or Out of Hours Emergency Care. The scheme does not cover any prescribed medications or procedures during your consultation. Membership does not include priority booking to specific vets or appointments. Any repeat booking of consultations not deemed reasonable by the Hook Norton Veterinary Group Directors will not be covered by the scheme.
 - 4c. The 10% discount on routine dentals applies only to the routine dental fee and does not include any drugs given during the procedure or prescribed medications.
 - 4d. When opting into our quarterly prescription parasiticide postage service, payment is per annum or pro-rata if joining partway through your annual membership. Prescriptions will be posted via Royal Mail Signed For Delivery.
5. **Reminders. Your responsibilities.** Where possible, we provide a reminder service to help remind you of specific dates for routine healthcare. **However, you are responsible for ensuring your animal's routine healthcare is up to date.** It is your responsibility to book these appointments, and we are not accountable should your animal become overdue for routine healthcare; this includes but is not limited to; vaccinations, internal and external parasite treatments, dental care, and health checks. We are not responsible for lost reminders or reminders you have not viewed.
6. The fee for your pet will be determined by its species and weight.
7. Of course, your pet can still receive treatment outside the Lifetime Care Club's scope, which will be charged in accordance with the practice's normal fees, terms and conditions.
8. You should read the Lifetime Care Club terms and conditions in conjunction with any additional information, including, but not limited to, literature provided by the practice detailing what is included in the Lifetime Care Club. That literature forms part of these terms and conditions.
9. **Your responsibilities** – you are responsible for following our vets' and nurses' guidance and for ensuring your pet attends the practice regularly for the preventative healthcare checks, which are included as part of your membership of the Lifetime Care Club. If we are unable to maintain your pet's health because you haven't followed guidance or attended the practice, we may need to terminate your membership. Termination would be in writing as outlined below and with immediate effect.
10. Your membership fees will be collected monthly by Direct Debit. The scheme will start when your first Direct Debit has cleared or your 2-month in advance payment has been taken when signing up in our practice.

11. We use Easy Direct Debits Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Easy Direct Debits on behalf of Hook Norton Veterinary Group LLP. For the avoidance of doubt, your agreement is with Hook Norton Veterinary Group LLP. Easy Direct Debits Limited merely supports the practice, which includes transferring your payments.

12. Membership for each pet will renew automatically on the anniversary of your pet joining the Lifetime Care Club.

13. We reserve the right to increase membership fees yearly as a result of our annual review. We will tell you in advance in writing, giving at least 30 days' notice, when there is to be a change in membership fees.

14. In between our annual fees review, your pet's monthly fees may also change as your pet's weight changes. A change in fees due to a weight change will take effect as soon as reasonably practical and applies to increases and decreases in weight.

15. Failed Direct Debit payments, e.g. because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £10+VAT for each failed payment. This administration charge will be added to your account.

16. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.

17. If the second payment request fails, a second administration charge will be added to your account. We will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful, your Lifetime Care Club membership will be cancelled automatically, and your pet will no longer receive the associated benefits and discounts.

18. We will review your account if your Lifetime Care Club membership is cancelled automatically due to failed direct debits. You will be charged the full price of any products and services received during your membership, minus any membership fees received to date.

Ending our agreement / cancelling your membership:

- You may cancel your membership on your anniversary date (the anniversary of the date you joined) by notifying us at least 14 days prior to your next payment collection date.

- If you cancel the Lifetime Care Club membership during the annual contract, we will charge you an additional £10+VAT cancellation fee per animal.

- If your membership is cancelled before your anniversary date, we will review your account and, where applicable, charge you retrospectively the full price of any products and services received during your membership, minus any membership fees received to date.

- No credit will be given if the cost of the goods received is less than the amount already paid by Direct Debit at the time of cancellation.

- Should a cancellation result in a balance owing to Hook Norton Veterinary Group LLP, an invoice for the balance plus applicable cancellation fee(s) will be sent to you with payment due immediately.

- We may end our agreement by giving you written notice as outlined below.

20. Unpaid bills relating to your membership fees, treatment received or medicines dispensed will be handled in accordance with our standard terms and conditions (available online or by request) and may be referred to a third-party debt collection agency.

21. Clients are requested to settle their fees at the end of each consultation or procedure and/ or upon collecting drugs, feeds and shop sales. We reserve the right to terminate your membership should debt (that is not an insurance claim) remain unpaid on your account outside our 30-day payment period. Termination would be in writing and with immediate effect. Lifetime Care Club administrative charges and the balance owing on any products and services received during your membership will be invoiced with payment due immediately.

22. Notice:

- With regard to this agreement, either party wishing to give notice to the other should do so in writing.

- 'In writing' includes emails, letters sent by post, or delivered by hand.

- When we write to you by post, we will use the address most recently provided.

- If you wish to write to us, please use the email address vicki.hanks@hooknortonvets.co.uk or send letters to Lifetime Care Club Administration, Hook Norton Veterinary Group, White Hills Surgery, Sibford Road, Hook Norton, Banbury, OX15 5DG.

Should you ever have cause to complain about the service you receive, please follow the practice's normal complaints procedure as detailed in the practice terms and conditions.

Additional Terms and Conditions

23. Members must be 18 years old or over.

24. If certain products are specifically requested by a client, which are not included under the Lifetime Care Club package (although the treatment type is), these alternative products may attract a surcharge which will become immediately payable – unless their use is based on our veterinary advice.

25. All products included in the annual subscription (i.e. vaccinations, flea and worming treatments) must be taken within the annual payment period. Products cannot be carried forward into the next year's annual subscription period.

26. Separate monthly Direct Debits will take payments for each pet.

27. New members of the Lifetime Care Club will be asked to pay the first 2 months of membership on application by credit/debit card.

28. HNNG LTD reserves the right to change or update the Terms and Conditions of the Lifetime Care Club (except the Direct Debit Guarantee).

How we use your information

29. Easy Direct Debits Limited and HNNG LTD will hold and use your personal data (as defined by UK data protection laws) for the purpose of administering your preventative healthcare plan.

30. HNNG LTD, and Easy Direct Debits Ltd may record and monitor inbound and outbound telephone calls for training purposes. These calls may also be referred to in relation to any future queries.

31. We will take all reasonable precautions to ensure the security of your data. Your data will not be shared with anyone else unless there is a legal requirement for us to do so.

- You have the right to see your personal data. If you have any queries about the data we hold or how we use it, please write to either HNNG LTD, White Hills Surgery, Sibford Road, Hook Norton, Banbury, OX15 5DG or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

Easy Direct Debits Limited is a company registered in England and Wales with company number 09633942, whose registered office is at Ebenezer House, 5a Poole Road, Bournemouth, BH2 5QJ.

HNNG LTD is a company registered in England and Wales with company number 14102250, whose registered office is at White Hills Surgery, Sibford Road, Hook Norton, Banbury, Oxfordshire, OX15 5DG.

THE DIRECT DEBIT GUARANTEE

Banks and building societies may not accept Direct Debit Instructions for some types of accounts.

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

- If there are any changes to the amount, date or frequency of your Direct Debit, HNNG LTD will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request HNNG LTD to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

- If an error is made in the payment of your Direct Debit by HNNG LTD or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – if you receive a refund you are not entitled to, you must pay it back when HNNG LTD asks you to.

- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify HNNG LTD.

EQUIPLAN

When joining the Equiplan (formerly Healthy Horse Club), you accept these terms and conditions. It is important to read them carefully; please ask a staff member if you have any queries. If you would like a copy of these terms and conditions in larger print – please ask at reception.

1. Equiplan is a rolling annual preventative healthcare programme. Equiplan is **not** an insurance policy.

2. Membership of the agreement constitutes an agreement between you and HNNG LTD. Membership and benefits are non-transferable, meaning you cannot move the membership to another horse, owner or veterinary practice.

3. During your membership, you will receive products and services including, but not limited to, vaccinations, worming treatment, dental examinations with a routine rasping, and foot balance radiographs. For full details of what's included, refer to our website or Equiplan leaflet.

- Free of charge Zone Visits equate to a free visit charge. You are bound by the standard Zone Visit terms & conditions.

• Foot balance radiographs. A 'set' of radiographs refers to 4 images of either the front **or** back feet (a lateral and dorso palmar radiograph for each foot). If you'd like both the front and back feet radiographs, there will be an additional charge for the 4 additional radiographs. Foot balance radiographs should be taken at our Hook Norton Clinic. If you require them to be taken at your premises, this will incur a visit charge.

4. Reminders. Your responsibilities. Where possible, we provide a reminder service to help remind you of specific dates for routine healthcare. However, you are responsible for ensuring your animal's routine healthcare is up-to-date. We are not responsible for lost reminders or reminders you have not viewed. We are not responsible for missed treatments or able to refund or backdate anything that has been missed. **It is your responsibility to book these appointments.** We are not accountable should your animal become overdue for routine health care; this includes but is not limited to; vaccinations, parasite treatments, dental care, and health checks.

5. The fee for your horse is a set fee per month; there are no discounts should you not use part of the plan.

6. Your horse can still receive treatment outside the scope of the Equiplan, which will be charged per the practice's standard fees, terms and conditions.

7. Equiplan terms and conditions should be read in conjunction with any additional information, including, but not limited to, literature provided by the practice detailing what is included in Equiplan. That literature forms part of these terms and conditions.

8. Equiplan members are bound by our 30-day payment terms, which you can view online. Please ask if you would prefer a hard copy. If these terms are broken, all discounts will be removed for unpaid products and services, and you will be removed from Equiplan. You will be invoiced, and payment will be due immediately on the balance owing to Hook Norton Veterinary Group, plus applicable cancellation fee(s).

9. Your responsibilities – you are responsible for following our vets' and nurses' guidance and ensuring your horse is seen regularly for preventative healthcare checks. If we are unable to maintain your horse's health because you haven't followed guidance or your horse has not been seen by one of our vets, we may need to terminate your membership. Termination would be in writing as outlined below and with immediate effect.

10. Your membership fees will be collected monthly by Direct Debit; the scheme will start when your first Direct Debit has cleared, or your 2-month in advance payment has been taken when signing up at our Hook Norton Clinic.

11. We use Easy Direct Debits Limited to collect Direct Debits on our behalf, and your bank statements will show a payment to Easy Direct Debits on behalf of HNVG LTD. For the avoidance of doubt, your agreement is with HNVG LTD. Easy Direct Debits Limited merely supports the practice, which includes transferring your payments.

12. Membership for each horse will renew automatically on the anniversary of your horse joining Equiplan.

13. We reserve the right to increase membership fees yearly as a result of our annual review. We will tell you in advance in writing, giving at least 30 days' notice, when there is to be a change in membership fees.

14. In between our annual fees review, your horse's monthly fees may also change.

15. Failed Direct Debit payments, e.g. because of a lack of available funds, cause a significant increase in administration costs for the practice. We reserve the right to charge an administration fee of £10+VAT for each failed payment. This administration charge will be added to your account.

16. After a failed Direct Debit payment, we will re-present our payment request to your bank after 3-5 working days.

17. If the second payment request fails, a second administration charge will be added to your account. We will make a third and final payment request to your bank after a further 3-5 working days. If this payment request is unsuccessful, your Equiplan membership will be cancelled automatically, and your horse will no longer receive the associated benefits and discounts.

18. If your Equiplan membership is cancelled automatically because of failed direct debits, your account will be reviewed, and you will be charged the full price of any products and services received during your membership, minus any membership fees received to date.

19. Ending our agreement / cancelling your membership:

• You may cancel your membership on your anniversary date (the anniversary of the date you joined) by notifying us at least 14 days prior to your next payment collection date.

• If you cancel the Equiplan membership during the annual contract, we will charge you an additional £10+VAT cancellation fee per animal.

• If your membership is cancelled before your anniversary date (for example, through the sale or loss of your horse, pony or donkey), we will review your account and, where applicable, charge you retrospectively the full price of any products and services received during your membership, minus any membership fees received to date.

• No credit will be given if the cost of the goods received is less than the amount already paid by Direct Debit at the time of cancellation.

• Should a cancellation result in a balance owing to HNVG LTD, an invoice for the balance plus applicable cancellation fee(s) will be sent to you with payment due immediately.

• We may end our agreement by giving you written notice as outlined in point 21.

20. Unpaid bills relating to your membership fees, treatment received or medicines dispensed will be handled per our standard terms and conditions (available to view on our website or on request) and may be referred to a third-party debt collection agency.

21. Notice:

• Concerning this agreement, either party wishing to give notice to the other should do so in writing.

• 'In writing' includes emails, letters sent by post, or delivered by hand.

• When we write to you by post, we will use the address most recently provided.

• If you wish to write to us, please use the email address vicki.hanks@hooknortonvets.co.uk or send letters to Equiplan Administration, Hook Norton Veterinary Group, White Hills Surgery, Sibford Road, Hook Norton, Banbury, OX15 5DG.

22. Should you ever have cause to complain about the service you receive, please follow the practice's standard complaints procedure (available in our standard Terms and Conditions and on request).

Additional Terms and Conditions

23. Members must be 18 years old or over.

24. If certain products are specifically requested by a client, which are not included under the Equiplan package (although the treatment type is), these alternative products may attract a surcharge which will become immediately payable.

25. All products included in the annual subscription (i.e. vaccinations, parasite treatments) must be taken within the annual payment period. Products and treatments cannot be carried forward.

26. Separate monthly Direct Debit payments will be taken for each horse.

27. When signing up at our Hook Norton Surgery, new members of the Equiplan will be asked to pay the first two months of membership on application by credit/debit card.

28. HNVG LTD reserves the right to change or update the Terms and Conditions of Equiplan (except the Direct Debit Guarantee).

How we use your information

29. Easy Direct Debits Limited and HNVG LTD will hold and use your personal data (as defined by UK data protection laws) to administer your preventative healthcare plan.

30. HNVG LTD and Easy Direct Debits Ltd may record and monitor inbound and outbound telephone calls for training purposes. These calls may also be referred to concerning any future queries.

31. We will take all reasonable precautions to ensure the security of your data. Your data will not be shared with anyone else unless there is a legal requirement for us to do so.

• You have the right to see your personal data. If you have any queries about the data we hold or how we use it, please write to either Hook Norton Veterinary Group, White Hills Surgery, Sibford Road, Hook Norton, Banbury, OX15 5DG, or Easy Direct Debits Limited, 99 Holdenhurst Road, Bournemouth BH8 8DY.

Easy Direct Debits Limited is a company registered in England and Wales with company number 09633942, whose registered office is at Ebenezer House, 5a Poole Road, Bournemouth, BH2 5QJ.

HNVG LTD is registered in England and Wales with company number 14102250, whose registered office is at White Hills Surgery, Sibford Road, Hook Norton, Banbury, Oxfordshire, OX15 5DG.

THE DIRECT DEBIT GUARANTEE

Banks and building societies may not accept Direct Debit Instructions for some types of accounts.

• This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.

• If there are any changes to the amount, date or frequency of your Direct Debit, HNVG LTD will notify you ten working days in advance of your account being debited or as otherwise agreed. If you request HNVG LTD to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

• If an error is made in the payment of your Direct Debit by HNVG LTD or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society – if you receive a refund you are not entitled to, you must pay it back when HNVG LTD asks you to.

• You can cancel a Direct Debit anytime by contacting your bank or building society. Written confirmation may be required. Please also notify HNVG LTD.

COMPLAINTS & STANDARDS

We hope you will never feel the need to complain about the standards of service received from HNVG. However, should you wish to make a complaint, please contact us in writing either by post at: Hook Norton Veterinary Group, White Hills Surgery, Sibford Road, Hook Norton, Oxon, OX15 5DG or by email to complaints@hooknortonvets.co.uk. The Complaints Team will acknowledge receipt within a period of 14 days and respond fully within 28 days, if practicable. Should you have an urgent query about the care of your animal, please contact reception on 01608 730085/730501.

VARIATION OF TERMS & CONDITIONS OF BUSINESS

No agent or person employed by or under contract with the Practice has the authority to alter or vary these Terms and Conditions in any way without the written agreement of at least two of the Directors. HNVG LTD reserve the right to alter or amend these Terms and Conditions as necessary, and any such amendment will be published on our website: www.hooknortonvets.co.uk

HNVG LTD

PRIVACY POLICY

HNVG LTD is committed to protecting and respecting your privacy. This policy sets out the basis on which we will process any personal data we collect. Please read it carefully to understand your rights regarding your personal data. By visiting this website, you are accepting and consenting to the practices described in this policy.

The data controller is HNVG LTD, White Hills Surgery, Hook Norton, Oxfordshire, OX15 5DG.

What information do we collect from you?

◊ Information you give us.

This is any information you give us via forms (either filled in at one of our branches or via the website) or by phone, email or other correspondence. This information may include personal details, including name, address(es), phone number(s), email address(es), animal(s) detail, financial information and bank account information.

◊ Information we collect from your use of our website.

Each time you visit our website, we will automatically collect the following information: technical information, such as the internet protocol (IP) address(es) used to connect your device to the internet; where you connected; internet service provider & type of device you use. Our **cookie policy** can be found in full online at www.hooknortonvets.co.uk

◊ Google Analytics

We use this to understand how our website is used. All data is anonymous, and you can view Google's Privacy Policy on their website.

◊ Online information forms

You may choose to provide us with updated information or register with us as a new client via online forms. This will include your contact details and marketing preferences. Please let us know if your information changes so that we can update our records.

Why do we collect this information?

1. To register you and your animal(s) on our Practice Management System
2. For internal record keeping and clinical governance
3. To communicate with you in connection with your animal(s) health
4. To record your animal(s) health and treatment history and apply relevant fees to your account, together with veterinary prescriptions, diets, consumables and other goods purchased
5. To communicate with you for administrative purposes
6. To provide you with service communications that enable us to perform our obligations to you (these may be sent by email, post, telephone or SMS)
7. To provide you with marketing communications, including information about goods and services you already receive and additional goods and services we offer

8. To ensure that our website is effective

9. To deal with legal queries and comply with legal obligations

Who might we share your information with?

You agree that, for the purposes set out above, we have the right to share your personal information with:

1. Selected third parties, some of whom we appoint to provide services including: business partners, subsidiaries and sub-contractors, for the performance of any contract we enter into with you. Third parties may include drugs, research & purchasing & marketing companies. If you would like more specific information, please contact the Data Processing Officer.
2. Analytics and search engine providers that assist us in the improvement and optimisation of our website.
3. Service suppliers who carry out contractual work with you.
4. Additionally, we will disclose your personal information if: we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer; if we are acquired by a third party; if under duty to disclose your data to comply with legal obligations; to enforce our terms & conditions or to protect the rights or safety of our customers.

How long do we hold your information?

We will keep information for a maximum of 7 years after the end of our relationship with you unless we require the data in relation to a claim, for legal reasons or are required to remove data from our records.

How is your data stored and kept secure?

We are committed to protecting your personal and financial information. All electronic information kept by us is on secure servers. All archived paperwork is kept in a locked room with limited access.

We may transfer your data outside the European Economic Area e.g. animal transport/export and will only do this on your specific instruction.

What are your rights?

You can exercise your rights at any time by contacting the Data Protection Officer at Hook Norton Veterinary Group, White Hills Surgery, Hook Norton, Oxfordshire, OX15 5DG or emailing us at enquiries@hooknortonvets.co.uk.

You have the right to:

1. Ask us not to process your personal data for marketing purposes. We will inform you before collecting any data if we intend to use it for such purposes or if we intend to disclose your information to any third party for such purposes.
2. Ask us not to process your personal data where it is processed on the basis of legitimate interests, provided there are no compelling reasons for that processing.
3. Ask us not to process your personal data for research purposes unless processing is necessary in the public interest.
4. Request access to all personal information held about you.
5. Ask for the information we hold to be rectified if inaccurate or incomplete.
6. Ask for data to be erased provided it is no longer necessary for the purposes for which it was collected; you withdraw consent; you exercise your right to object and there are no legitimate grounds for processing; the data is unlawfully processed; to comply with a legal obligation.
7. Ask for the processing of the information to be restricted if the accuracy of the data is contested; the processing is unlawful; the personal data is no longer necessary for the purposes for which it was collected; you exercise your right to object.
8. Ask for data portability if the processing is carried out by automated means and the legal basis for processing is consent or contract.

Accessing your personal information

You have the right to a copy of the information we hold about you. You may make an access request in writing to the Data Protection Officer. Any access request will be processed as required by law, will be free of charge and processed within 30 days.

Complaints

If you are not satisfied with the processing of your data, you have the right to submit a complaint to the Information Commissioners Office (ICO), which is the supervisory authority for data protection in the UK. We request that you first bring any complaint to our attention before contacting the ICO so that we may take appropriate action to resolve the issue.

Changes to our Privacy Policy

This policy may be amended at any time.