

TERMS AND CONDITIONS:

1. Zone visit bookings can be made by phoning the clinic between 9am-6pm and must be booked before 5pm on the day preceding the zone day
2. Zone days are strictly on a first come first serve basis. Once full clients have the option of paying for a visit at a different time or booking ahead to the next zone day.
3. A zone day visit is for routine treatments ONLY for fully registered clients (animals registered with full history from previous vets).
4. For zone days we cannot give an exact appointment time and while we may be able to give a 'window' of arrival the usual procedure is 'ring when on way'. Visit 'windows' will be allocated on the morning of the zone day. On the day of your free visit, if you request a specific time or decline the allocated time given, a visit charge will be payable.
5. If you phone in for a visit on the day, require an emergency visit, require a specific time or if you want a specific vet then the normal visit charge will apply.
6. Free visit will only be provided on the zone day allocated.
7. Emergency calls will always be dealt with and prioritised on a case by case basis. Dealing with an emergency may cause routine visits to be rescheduled and we are grateful for client's consideration.
8. Zone days are allocated to where the horses are kept not the home address.
9. We reserve the right to alter the boundaries of the zones
10. We reserve the right to refuse the free visit to any client in breach of our business terms and conditions.
11. Public holidays are not included within our free visit scheme.
12. Cancellation of a zone visit must be made by 5pm the preceding day or a cancellation surcharge may be applied. In the event that a vet arrives on site to attend a horse booked in for a zone visit and the owner has failed to notify the clinic that they have cancelled the appointment a full visit fee will be charged.