



INTRODUCING TWO NEW MEMBERS OF STAFF

MEET THE LATEST ADDITIONS TO THE TEAM



OLIVER OAKABY

Oliver is in his 4th year of his apprenticeship with his DipWCF exam in January. He has been involved with horses since he was 13 and has competed at pony club national level through to BE. Outside of work Oliver enjoys a wide variety of sports including surfing & body boarding



ROSALYN FORD

Rosalyn is set to start her 4 year apprenticeship in January. She has been around horses all of her life coming from a family heavily involved in Hunting. Outside of work Rosalyn enjoys Hunting and horse racing. Her goals professionally are to pass her DipWCF exam with Honors.

Oliver (Ollie) and Rosalyn are both valuable new additions to the team. Ollie has only just joined us this month and is nearing the end of his four year apprenticeship, with his DipWCF examination in January. We have taken him on-board to ensure he is successful in attaining his goal of passing the DipWCF exam and becoming a qualified Farrier.

Rosalyn joined us in late September and has been in the Forge learning the art of shoemaking. She has taken to this very well and has been producing nearly all of the shoes we use on a daily basis. She starts her 4 year 2 month apprenticeship with us on January 3rd 2011

Both of our new team members will help us grow the business and help us maintain our high standards of client service you deserve and expect from a professional. So you can be assured that as the business grows the high level of service we provide will not be compromised.

If you have any questions regarding our staff then please give us a call.

IN THIS ISSUE

Meet our new members of staff who you will see out and about from now.

News about our stand at this years Equine Christmas Fair at West Point on the 4th & 5th December

Also introducing our NEW LOYALTY REWARD SCHEME - collect 10 loyalty points and receive a 10% discount

News on Ashley qualifying as an Equine Behaviorist and the launch of Positive-Equine

NEW booking system and office phone number

Christmas working hours

VAT increase affecting prices as from January 1st 2011



SOUTH WEST CHRISTMAS FAIR

WESTPOINT DECEMBER 4TH & 5TH 2010

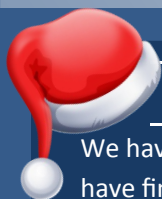
We are very pleased to announce that we have secured a stand at this years Equine Christmas Fair at WestPoint, Exeter.

Come along and meet the new team, learn what we've been up to and what's new within the business and maybe even learn a bit more about Farriery as a Profession.

So get your self along and see us on our stand. There will be mince pies and nip of port waiting for you!

LOYALTY REWARD SCHEME

We have thought of many ways to give you the client a little something back for your loyalty to us. After a of lot bad ideas we have finally came up with 'the one'. We are now running a Loyalty Reward Scheme. So how does it work? Well it's so simple it's easy. You acquire one (1) Loyalty Point for every full set of new or refitted shoes or for every full trim. For every half (1/2) set of new or refitted shoes or pair (2) feet trimmed you will acquire a half (1/2) point. When you have gained ten (10) Loyalty Points you will receive your Loyalty reward of 10% from your next invoice. You will be given a Loyalty Reward Card to record your points which must be stamped and signed by a member of staff on the day work is carried out. Full terms and conditions for the Loyalty Reward Scheme can be found on the back of the Reward Card or on our website.





ASHLEY DURIE BA (HONS)

EQUINE BEHAVIOURIST

WWW.POSITIVE-EQUINE.COM



Positive-Equine

Ashley Durie is a qualified Equine Behaviour Consultant who applies the science of behaviour and learning to help you the horse owner understand and solve horse behaviour problems.

Ashley's aim is to work with the horse owners & their horses to explain the science behind Equine Behaviour. Offering practical solutions that will positively affect you and the lives of your horses.

Horses in all disciplines may have problems from time to time. These could be handling issues such as leading, loading, Farrier & Vet visits; ridden problems such as napping, bucking and rearing or other issues such as separation anxiety. These unwanted behaviours can develop for many reasons and each case should be treated individually. Ashley's approach is diagnostic and holistic to ensure the root cause is understood.

Ashley will help you understand your horse's behaviour and will work with you to tailor a safe, effective programme for both you and your horse's individual circumstances.

All aspects of your horse's history such as previous experience, management, environment and training will be taken into consideration. Using only positive & practical methods she can provide effective, long-term solutions.

As a result you will benefit from a better understanding of your horse's behaviour, empowering you to make informed choices and giving you increased confidence with riding, handling, training and competing.

Contact Ashley by phone on 07808 714 243

Or by email at ashley@positive-equine.com



WORKING HOURS OVER THE FESTIVE PERIOD

During the Christmas and New Year period our working days/ hours will be as follows;

Close of business for Christmas on December 23rd at 7pm

Reopening for business on December 28th at 8am

Close of business for New Year on December 31st at 12pm

Resuming normal business on January 3rd 2011 at 8am

During the times we are closed for business we will, as always provide an emergency service. This service is for horses that are lame or that require emergency Farriery treatment and that are referred to us by a Veterinary Surgeon. Lost shoes may also be replaced during these times but at the discretion of the member of staff who is on duty at that time.

If you have an emergency then please contact us by emailing info@correctivefarrier.com or by calling on 07808 714 243. (If there is no answer then please leave a message).

NEW OFFICE NUMBER

As most of you will know we recently introduced a new office number for the business as a main contact number. Please ensure you use this number when contacting us with enquiry's, bookings etc. This enables us to deal with your request, query or problem more efficiently .

The new office number is 07808 714 243

APPOINTMENT TIMES

Recent changes to how appointment times are given have went down well with clients. If you are still unfamiliar with the new system then this is how it works -

You now no longer need to contact us for a time. We will contacted you by text, email or phone (please let us know which you would prefer) the morning prior to the date of your appointment with your time. The time slot of an hour that is given is our time or arrival. This new system now gives you an extra days notice of your appointment time.

If and when possible we will notify you two days prior to your appointment letting you now if it will be an AM or PM slot giving you further notice.

VAT & PRICE INCREASE

From January 1st 2011 HMRC will be increasing the VAT to 20%. We have not raised our prices for the last 2 years due to the current financial climate, absorbing all of the price increases by our suppliers over this period. Unfortunately we can no longer sustain these increases in running costs and will therefore have to increase our charges. We have decided to do this now in conjunction with the VAT increase to save additional costs by doing it at a separate time. If you would like a copy of the new price list then please call or email us on the usual number/address or check out the prices on the website.