

## Our Mission

Foremost, to achieve and maintain soundness in all clients horses. To provide unrivalled professional Farriery care and service to all clients. To keep up with the latest in modern Farriery techniques. To promote Farriery as a profession making the horse owning public aware that Farriery isn't just putting metal on horses feet, that it is a vital part in the welfare of the horse and is a 'profession'. To help raise the standards in the training of Farriery apprentices. To promote and participate in continuing professional development (CPD) within Farriery.

## Other Equine Professionals & Practitioners We Work Alongside

Our Farriery service is complemented by maintaining a good working relationship with other Equine Professionals and Practitioners.

### **Veterinary Surgeons**

We work closely with our clients Vets as and when required for the benefit of the Horse. We have the technology to receive and view x-rays whilst we are on site enabling us to carry out emergency work quickly and precisely giving your horse the best of Farriery care.

### **Behaviour**

Working with horses that are 'bad to shoe' or 'bad to handle' is the most common thing we see. We Consultant Ashley Durie of Positive-Equine ([www.positive-equine.com](http://www.positive-equine.com)). If needed we will refer clients to Ashley who helps them understand and resolve problems they may have with their horse.

### **Soundness**

No one field of Equine service can maintain or attain soundness in the Equine. We understand that whilst correcting a foot or limb problem with Farriery that the whole Horse needs to be considered. This normally always includes Master Saddlers and Chartered Equine Physiotherapists. (Other Professionals and Practitioners also play a major part in the soundness of the Equine). We will however only refer clients to registered Professionals.

### **Contact Information**

Tel Office; 07808 714243

John; 07802 444 152

Email

[info@correctivefarrier.com](mailto:info@correctivefarrier.com)

[bookings@correctivefarrier.com](mailto:bookings@correctivefarrier.com)

[support@correctivefarrier.com](mailto:support@correctivefarrier.com)

Payment can be made by Cash, Cheque or Card



## **Terms & Conditions of Business of John Nisbet DipWCF, Farrier. Effective from 01/08/2010**

### Terms

- All work is payable upon completion.
- Payment can be made by Cash, Cheque, Credit or Debit cards, or by prior agreement, Internet Banking
- The valid prices of products & services are that which are shown in the latest publication of the company's 'Price List Brochure'. A paper copy is available on request. It can also be found at [www.correctivefarrier.com](http://www.correctivefarrier.com) as a PDF download
- Prices for products, services and/or procedures that are not listed or covered within the 'Price List Brochure' will be discussed and agreed with the client prior to the commencement of any work.
- There is a minimum charge of £25 per visit.
- ALL bookings that are not kept or that are not cancelled with 24 hours notice will incur a charge of £20 per horse
- Cheques returned as 'unpaid' will incur an additional charge of £20
- Represented cheques will incur a charge of £20 per re-presentation.
- Any vouchers, loyalty reward points and/or gift certificates are not redeemable for cash
- Only work that has been booked in will be carried out.
- You will be notified (whenever possible) with at least 30 minutes notice if we are going to be late for your appointment due to external factors.
- Holiday and/or sickness cover will be arranged by the company. Only Registered and fully insured Farriers will be used. (Details of covering Farriers are made available at [www.correctivefarrier.com](http://www.correctivefarrier.com) and on the companies voicemails when necessary)
- The company of John Nisbet and any Farriers working on its behalf will at all times be fully insured and registered with the Farriers Registration Council or the National Farriers Training Agency.
- You, the 'client' must have adequate Liability Insurance. (This is provided with BHS membership)

### Conditions

- Appointments are made on a pre-booking system.
- If you choose not to pre-book an appointment I can not guarantee you an appointment within two (2) weeks of being contacted.
- You will be contacted 2 days prior to your appointment with a reminder and to confirm whether you still require the booking.
- You will be contacted the day before your appointment by phone and/or text with conformation of a time of arrival. Times will be given within an hour period e.g. between 1 & 2pm
- All horses must be stabled at least 1 hour prior to the time of your appointment. This is to allow your horse to settle and/or dry off if it is wet.
- All horses must have clean, dry legs and feet.
- All feet must be picked out.
- No work will be carried out in fields.
- There must be a hard, level, clean surface available for work to be carried out on. Concrete or tarmac surfaces are preferred.
- The shoeing area must be well lit.
- Adequate shelter from rain must be available. (NO work will be carried out in the rain without shelter)
- Your designated 'shoeing area' must be safe and free from obstructions.
- Your designated 'shoeing area' must be accessible by van.
- All horses must have a suitable head collar and rope that are fit for purpose.
- There must be a suitably secure and safe ring with appropriate twine to tie the horse to whilst it is being worked on.
- At all times the owner or a responsible adult (aged 18 years or over) who is a representative of the owner must be present whilst work is being carried out on a horse. This is for safety and Insurance purposes.
- I retain the right to refuse to carry out work on, or to stop working on at any time, any horse that I deem to be, or that becomes dangerous and/or unsafe.
- The responsibility and safety of the horse remains that of the owner or their representative at all times.
- Work may not always be carried out by John Nisbet but by other qualified members of staff.
- Apprentices will be working on horses. They will only carry out work to which they have proved to Approved Training Farrier John Nisbet and/or to the Worshipful Company Of Farriers (WCF) by means of examination, that they are capable of carrying out correctly and safely. If you have any questions or worries about apprentices working on your horse then please contact John Nisbet who will be happy to discuss the matter with you.
- Photographs and video footage of your Horse(s) will be taken from time to time to keep a record of your Horses feet and its movement.
- All photographs and video footage taken of your Horse(s) will be the sole property of John Nisbet
- Photographs and video footage taken will remain the property of John Nisbet even if the working contract between you as the 'client' and the company of John Nisbet DipWCF Farrier is ended.
- You agree to the use of photographs and/or video footage taken of your Horse(s) to be used by John Nisbet for training, advertising, demonstration, reproduction and publication purposes.
- You will raise any questions, concerns or problems you may have regarding any aspect of the company and the services/products/workmanship you have experienced directly with John Nisbet as soon as possible so as they can be discussed and resolved. We can't answer questions, resolve concerns or problems that we don't know exists. Your feedback is important. Contact can be made in person, by phone on 07802 444 152, by emailing [support@correctivefarrier.com](mailto:support@correctivefarrier.com) or by post to 2 Forward Green Cottages, Bradninch, Exeter, EX5 4LS.
- If you have any complaints then please follow the procedures as shown in the company's 'Complaints Procedure Policy' which is designed to help resolve any complaints you may have in a quick and satisfactory manner. A copy of the company's 'Complaints Procedure Policy' is available on request.
- In the event that you wish to terminate your use of the professional Farriery services provided by the company of John Nisbet DipWCF Farrier then we ask that you inform us as soon as possible so as your client space can be re-allocated.
- If in the event that you do wish to terminate your use of the professional Farriery services provided by the company of John Nisbet DipWCF Farrier then we ask that you provide us with your feedback. Without valuable client feedback problems cannot be resolved and the company cannot move forward. A 'Client Feedback Form' is available on request at any time and is also available online at [www.correctivefarrier.com](http://www.correctivefarrier.com) Verbal feedback is also just as valuable.

# John Nisbet DipWCF

# FARRIER

*Working with you, to keep your horse, performing at its best.*



[www.correctivefarrier.com](http://www.correctivefarrier.com)

## Price List

*Tel Office; 07808 714243*

*John; 07802 444 152*

*Email; [info@correctivefarrier.com](mailto:info@correctivefarrier.com)*



\* A small percentage of shoes may be machine made and used when required

**Description**

- 1 NEW SET  
To Fit 4 New Shoes
- 1 NEW PAIR  
To Fit 2 New Shoes
- 1 NEW SHOE  
To Fit 1 New Shoe
- 1 REFIT  
To Remove & Refit The Same Set Of 4 Shoes
- 1 PAIR REFITTED  
To Remove & Refit The Same Pair of 2 Shoes
- 1 SHOE REFITTED  
To Refit 1 Shoe
- 1 TRIM  
To Trim All 4 Feet

**Heavy Horses**

- 1 NEW SET  
To Fit 4 New Shoes
- 1 REFIT  
To Remove & Replace The Same Set Of 4 Shoes
- 1 Trim  
To Trim All 4 Feet

**Corrective Shoes**

- To Fit 2 New Steel Shoes Of The Types Listed Below
- EGG BAR
- STRAIGHT BAR
- HEART BAR
- LATERAL/MEDIAL EXTENSION

**Price**

- £70.00
- £35.00
- £17.50
- £65.00
- £32.50
- £16.25
- £27.00
- £200
- £180
- £70.00

**Description**

**IMPRINT Shoes**

To Fit 2 New  
IMPRINT  
Shoes



**EQUITHANE Products**

EQUI-PAK



EQUI-PAK CS



EQUI-BUILD



SUPERFAST



ADHERE  
Black/Crème



SOLE GUARD



SIL-PAK



*Please Note: There are additional charges for Equi-mesh, mixing nozzles and foam pads which are required for the application of Equi-thane products*

**All Prices Shown Include VAT At The Current Rate Of 20%. Prices May Change Without Prior Notice**

**Our standard steel shoes are hand made in our Forge\***

**Price**

- £190.00  
Per  
Pair
- £60.00  
Per  
Tube

**Description**

**Other Charges**

- CONSULTATION WITH VET  
A Private Consultation With Your Vet To Discuss Your Horses Specific Problem, Treatment & Prognosis. (Per 15 minutes)
- TO EXAMINE A LAME HORSE  
To Examine A Lamé Horse. (Per 15 minutes)
- TO VIEW X-RAYS  
To View X-rays Of Your Horses Foot Prior To Carrying Out Any Work.
- PLASTIC SOLE PADS  
Plastic Sole Pads To Be Fitted Under Shoe.
- STUD HOLES (3/8")  
3/8" Tapped Holes For Screw-In Studs.
- ROAD STUDS  
Flush Fitting Studs With Tungsten Centre To Increase Grip On Modern Road Surfaces.
- ROAD NAILS  
Tungsten Tipped Nails For Extra Grip On The Roads.



**Price**

- £25.00
- £25.00
- £15.00
- £10.00  
Each
- £2.00  
Each
- £2.70  
Each
- 80p  
Each
- £1.00  
Each
- £30.00  
£55.00
- £25.00
- £10.00

3/8" SCREW-IN STUDS  
Screw-In Studs For Better Grip In Various Ground Conditions.

FARRIERS FORMULA  
5kg Refill  
10kg Refill

MINIMUM CHARGE  
This is the minimum amount charged. (Excluding Visit Charge)

**VISIT/CALL OUT CHARGE (Where applicable)**

NOTE: Minimum Charge shown.

Other types of shoes and products are available. The most commonly used are shown. Please ask for details

For more information and to see this price list in greater detail visit [www.correctivefarrier.com](http://www.correctivefarrier.com)

Alternatively get in touch by calling the office on 07808 714243 or John on 07802 444 152 or email [info@correctivefarrier.com](mailto:info@correctivefarrier.com)