




## Frequently Asked Questions

### Do I need to bring my horse's feed or hay?

No, all our prices include hard feed and hay – although as we feed a very simple diet of lay off cubes, cool mix or Hi-Fi, if you really need your horse to be kept on a specific diet we would ask you to bring it. Any supplements you include in his / her diet can be brought and included in each feed as directed. Hay is included but if your horse requires Horsehage we would ask you to supply enough for your horse's stay. Any specific dietary or medical requirements will be noted on your horse's stud card after you check in. 

### Do I need to bring tack, boots or rugs?

You do not need to bring your tack as we use all our own equipment, but if you use very specialised equipment, it will be labelled with your details and locked in our tack room. However, we cannot take responsibility for loss or damage. All horses worked at Westcourt are worked in boots supplied by us.



We ask you to bring a stable rug or fly sheet if required dependent upon the season. Most horses are not turned out whilst on remedial programmes so Turn Out rugs are not required unless we advise otherwise.

### When will my horse be worked?

We will book a time with you when you check in unless this has been done during your initial booking.

### Why can't I come and work with you after I finish work?

Again, we have routine for the benefit of the horses and the yard closes at 4pm for evening stables. We also prefer to work all horses in the morning but if commitments mean this is difficult for you, we can discuss alternative arrangements for an afternoon work session.

### Why do bookings start on a Sunday?

We like all horses to arrive on Sundays as they are given time to settle in without being worked straight away. Sundays are rest days for all resident horses and as the yard is shut to owners it is quieter for the new arrivals.

### Are any horses worked on the day they arrive?


No. This is because we like to let them settle and it gives us the opportunity to observe their general behaviour and attitude when being handled during yard duties before any roundpen work.



### What time should we arrive at Westcourt?

You can arrive anytime between 8am - 10am and 4pm – 5pm, this enables the staff to monitor your horse before evening stables and gives the horse time to settle in during evening stables. We do arrange an ETA with you but you do not have to arrive exactly on time, however we do appreciate a call if you are going to be very early or late!

### What happens if my horse needs the farrier, vet, osteopath or any other medical intervention?

We have excellent practitioners for all these requirements and these can be booked prior to your horse's arrival or after arrival if a problem is highlighted. 

### How long will my horse be with you?

We cannot determine this until we have seen both you and your horse and carried out an initial assessment. It is, if you like, a bit like counselling and as each case is different, we cannot commit to a departure date before we have commenced the work sessions. We will endeavour to keep your stay here as short as possible but you will be updated and consulted with daily after each session and you are involved in all the work so will be able to judge first hand how well you are both progressing. You should be aware that if we have suggested completing Points and Call-Up with your horse, this will involve a *minimum* stay of 5 days.

### Can I hack my horse out whilst it is at Westcourt?

This is generally not the case as the pen work is quite hard work physically and psychologically for the horse and therefore extra work is not advised, however in cases where your problems are associated with ridden work, riding will obviously be built into the remedial course as appropriate.

### Do I need to do any specific work or training before coming to you?

No, you may as well let us see your horse as he / she really is! We see all sorts of cases and the points and call-up resolves each case by Establishing Leadership in the first 4-5 days – therefore any work done prior to arrival tends not to be of benefit.

### How do I pay the bill?

We accept cash, cheque and credit / debit card payments and ask for all accounts to be settled on departure. 

### Can I leave my trailer / horsebox at Westcourt?

Yes, although we cannot take responsibility for loss or damage.

### What if my horse goes lame or is ill before my date of arrival?

Just keep us informed and we will re-schedule as soon as possible – the pen work is quite demanding so it is best to wait until your horse is fully recovered to get the best results when here. If they become lame or unwell here, they can be put on livery if you wish, until they are recovered.

### Can I bring my friends, children, dogs, family.....?

We encourage you to work with us as much as possible and with that in mind, any family, friends or yard staff that are involved with your horse and who you feel would benefit from being involved with the remedial work, are welcome to attend with you and be involved as you feel appropriate. We are as child friendly as possible (!) but suggest that it may be best if very young children who may interrupt your concentration, are not brought to Westcourt unless you have a 'babysitter' to keep them occupied! With regards dogs, we politely ask that you do not bring dogs to the yard as we have our own yard dogs and this can cause some difficulty (and noise).....



### Any other questions?

Just contact us by phone or e-mail us and we will do our best to help!