



## Frequently Asked Questions

1. What time are you open?  
We are open from 7am to 6pm but out of hours transport is fine – please just let us know an ETA and we can liaise with the transport agent on the day. We are well versed in accepting 24hr arrivals from overseas flights and sales meetings.
2. Do I need to bring feed or hay?  
No, all prices include hard feed and hay –we feed lay off cubes, race mix, cool mix or Hi-Fi. If your horse is running imminently or you prefer to keep to a specific feed we would ask you to bring it and any supplements you include in the diet.  
  
Hay is included but if you prefer Horsehage we would ask you to supply enough for the duration. Any specific dietary or medical requirements will be noted on your horse's stud card after check in.
3. Do I need to bring tack, boots or rugs?  
We only ask for stable rugs or fly sheets dependent upon the season.
4. When will my horse be worked?  
All horses are worked in the morning and we will update with you as planned on a daily / regular basis. If you and/or your owners wish to be present whilst the horse is being worked we will book a time with you daily.
5. What arrangements are needed for the farrier, vet, osteopath or any other medical intervention?  
We have excellent practitioners for all these requirements and we will notify you of any extraordinary treatments required.
6. How long will my horse be with you?  
We cannot determine this until we have carried out an initial assessment. We will endeavour to keep each stay here as short as possible but you will be updated and consulted with daily after each session. Any racing commitments will be borne in mind and we do our utmost to work towards any deadline advised to us.
7. My horse is race fit – will your work affect the level of fitness?  
No but please advise us if you would like us to schedule in any particular work other than the remedial work undertaken by us and we will carry this out as instructed so as not to interfere with your fitness schedule.
8. Do I need to do any specific work or training before coming to you?  
No, let us see the horse as he / she really is!
9. How do I pay the bill?  
We provide account facilities and invoice at month end and / or on departure. We ask for payment strictly on 30 days and reserve the right to charge account surcharges for late payments. This is all outlined in our Terms and Conditions.
10. What if the horse goes lame or is ill before my date of arrival?  
Just keep us informed and we will re-schedule as soon as possible.
11. Any other questions?  
Please contact us by phone or mail and we will do our best to help!