



Distant Consultation Information

Tel: +44 (0)1296 658333 | Web: www.balanceinternational.com

BALANCE Saddling System Horse & Rider Details Form

Please complete this form and return with other requested information to:
The BALANCE Saddle Company Ltd., Brook House, Westcott Venture Park
Westcott, Aylesbury, Bucks. HP18 0XB, UK

How did you hear about BALANCE?				
Details of Owner of Horse				
Name:				
Address:				
Town		State/Province/County		
Post/Zip Code		Country		
Daytime phone number:		Evening phone number		
Email:		Mobile/Cell/handy:		
Details of Horse				
Name	Age	Height	Sex	Breed
Type of work the horse does:				
Current level of health and fitness				
Current Saddle Details				
Make	Width	Length	Style	
Rider details				
Height	Weight	Adult	Yes <input type="checkbox"/>	No <input type="checkbox"/>
				Child (Age)
What style of Saddle are you most interested in?				
Dressage		General Purpose Jump		
General Purpose Dressage		Jump		
Past Saddle/Horse History				
Are you aware of any current saddle related problems with your horse? YES <input type="checkbox"/> NO <input type="checkbox"/>				
If you have answered Yes to the above question, please enlarge using extra pages as necessary				
I agree that the information on this form may be held by BALANCE and its representatives for use in connection with providing a saddle and any follow up service. (These details will not be passed on to any other company without your permission.)				
Signed: _____		Date: _____		

How to take two Back Profiles of your Horse

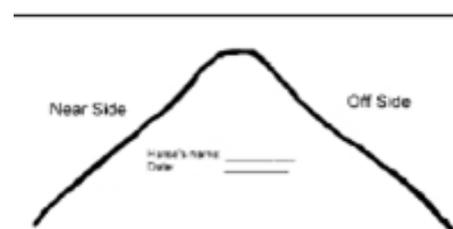
You Will Need:

1. **A FLEXIBLE CURVE 24" (61cm) LONG** (used by architects /artists for Technical Drawing). Available from good office supplies shops or from BALANCE.
 2. **A PIECE OF PAPER, NO LESS THAN 11"x 17"** (28cm x 43cm)
 3. **TWO MARKER PENS OR FELT TIPS OF DIFFERENT COLOURS.**
- Lay your paper out on a flat surface close to the horse and weigh it down to avoid it blowing away while you work with the flexi curve!
 - Have the horse standing on a level surface and standing as 'square' as possible.
 - Take the flexi-curve and bend into a soft curve.
 - Approach the horse and allow the horse to look at and investigate the flexi-curve if he/she wants to. Locate the back edge of the horse's shoulder blade, and then place the flexi-curve over the 'wither' at a point approximately 1½ - 2½" (4-7cm) back (toward the tail) from the shoulder blade. You are going to be taking your profile from the part of the horse over which the points of a straight pointed tree would sit. GENTLY mould the flexi-curve to the contour of the horse's back on both sides taking care not to allow it to slide out of position.
 - Lift the curve off the horse without distorting the shape and lay it flat on the paper you have laid out.
 - Draw a line around the inside of the curve and mark which side shows the near (left) side and which is the off (right) side of your horse.
 - Put the horse's name and the date on the profile.
 - Having done this, it is a good idea to return the flexi-curve to the horse to double check that the curve has held the correct shape.

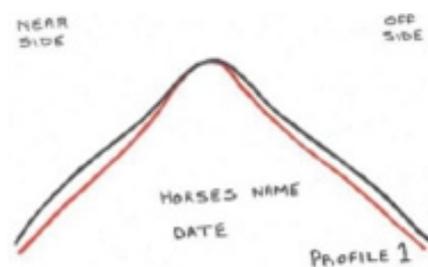


Two back profiles are required, the first taken at the start of the session, before the horse has been ridden. The second, taken after riding in your own saddle. Use different colours for each back profile, and match them at the top/centre.

When you have taken your first back profile it should look like the diagram below



When you have taken your second back profile it should look like the diagram below





Some thoughts on Distant Consultation Data Gathering

We appreciate that this process may, look complicated, but as we cannot see you and your horse in person, we have to rely on you giving us enough information to assess your needs and to give you our opinion on which saddle and pad combination we think is most appropriate and work well.

The purchase of a BALANCE Saddling System is a statement about how committed you are to doing the best for your horse and we want to help you to achieve the best results that we know are possible.

We are also happy to provide after-sales support to you if you decide to buy a BALANCE saddle and we need good information to do this too.

We sometimes receive incomplete information packs, where someone has sent it without the video or have not included all the camera shots we ask for. This does not save any time, because if we don't feel confident that we have all the information we need, we cannot take things any further.

We don't ask for anything that we don't need, so please work your way through the list because this is the quickest way to get things moving.

Do you have access to a BALANCE saddle?

If you have access to a BALANCE saddle that seems to work for your horse and that you can use in the photographs and/or video, please include some extra shots/clips of you and your horse in this saddle.

Even if you feel you would prefer a variation on the style, length etc, the information we can gain through seeing you and your horse in a saddle that we are very familiar with, will most certainly help us to help you.

13 Photographs required for a Horse/Saddle/Rider Assessment

Firstly, stand your horse on a level surface and standing as square as possible.

For shots 1 to 5 the horse should not be wearing a saddle. The 13 required photo shots are:

1

Take one photo of the horse sideways on, **from each side**. Make sure the whole horse, including feet, is in the photograph. **(2 pics. total)**



2

Stand at the horse's hip and take a photo looking towards the horse's wither/back of shoulder. Again do this **from each side**. **(2 pics. total)**



3

Take one photo from directly behind the horse, taking care to stand at a safe distance. Make sure the photograph contains the full rear view of the horse including the feet. **(1 pic.)**



4

If possible, take one photo from above and behind your horse. Include the whole of the horse's back and neck in this photo. You need to stand on something solid (stable) to do this e.g. a mounting block and be relatively near the horse. **ONLY TAKE THIS PHOTO IF YOU FEEL IT IS SAFE TO DO SO.** **(1 pic.)**



5

Take 1 photograph of the horse from the side with the flexi-curve in position as for taking a back profile so that we can see that you have laid it across correct place. (1 pic)



6

Take 3 photographs of the horse wearing his current saddle without any pads or blankets. Take one photograph from each side and one from the rear (from a safe distance). (3 pics. total)



7

Take another 3 photographs of yourself sitting on the horse with his current saddle (*still without pads or blanket if sufficient clearance over the withers. BALANCE recommends the use of a hard hat when mounted.*

If your saddle sits too close to the wither to use alone, please use your regular pads under the saddle to take this shot). As in 6a, take one photograph from each side and one from the rear (from a safe distance). (3 pics. total)



To VIDEO your horse to assist in Horse/Saddle/Rider assessment.

Please video the following clips:

1. The tacking up process in the horse's own equipment, including any pads normally used.

* The riding sections numbered 2 to 6 need to be done on a loose rein or an un-restricting rein contact, but obviously, only to the degree that you feel is safe for you.



2. The horse ridden in walk in both directions in the saddle and pads that you currently use.
3. The horse ridden in walk directly away from the camera.
4. The horse ridden in walk directly towards the camera.
5. The horse ridden in trot (posting) in both directions on a large circle.
6. The horse ridden in trot (posting) going directly away from the camera.
7. At this stage pick up a more positive rein contact if necessary
8. The horse in canter in both directions on a large circle (not necessary if horse is very green or not sound enough).
9. ***If you jump your horse***, please include a few shots of the horse jumping a couple of small fences.

* It is really important that, having completed all of the above, we see some footage of you riding your horse as you would usually do, please identify this section otherwise it is not always clear whether you always ride on a loose rein or whether you have forgotten to include some footage of you riding as you would usually ride!

10. Lastly, please video the un-tacking of the horse, so we can see the posture of the horse after riding and after removing the pads, please show the actual saddle from the front, so we can see it's shape and width and then show the back, so we can see the angle of the panels, width of the gullet etc.

Also, if other people ride your horse and are likely to ride in the BALANCE saddle should you decide to purchase one, we will need some footage of their riding as well.

* If you can make a copy of the video for your own future reference, you should do so. BALANCE will not return photo's, DVDs etc, so do not send anything that you haven't made copies of, if it is important to you.

Distance Consultation information required for horses who are not currently being ridden



Please supply the following to make up the video of your DC packet:

The horse being walked in-hand, lunged and/or long-reined doing the following:

1. The horse in walk in both directions on a large circle.
2. The horse in walk directly away from the camera.
3. The horse in walk directly towards the camera.
4. The horse in trot in both directions on a large circle.
5. The horse in trot going directly away from the camera.
6. The horse in trot directly towards the camera.
7. The horse in canter in both directions on a large circle
(*not necessary unless the horse is safe, comfortable and balanced doing so*).

- If possible, please then show all of the ridden section requested for the DC video, on a different horse, so that we can see your riding style etc.
- please make a clear note on your pack that the horse being ridden

Do you have everything you need to send us?



The “Horse and Rider Details” form filled in and signed?

Two Back Profiles as described?

The photographs listed as required?

Video clips listed as required?

Any other information that you feel is relevant?

*** Please remember that we will not return these to you, so make copies if possible for your own records and reference.

When you have gathered all of your information together please wrap it up in a strong and secure package and send it to:

BALANCE

Brook House

Westcott Venture Park

Westcott, Aylesbury

Bucks. HP18 OXB

UK

Tel: 01296 658333

International: +44 1296 658333



We will contact you as soon as we have had chance to study the information you have sent to us.

Please do not email the photos and video information to us, as it could block our Inbox and stop other enquiries from getting to us.

Rather, send it to us by one of the following ways:

1. Burn onto a DVD and post to us.



2. Put onto USB memory stick and post to us.

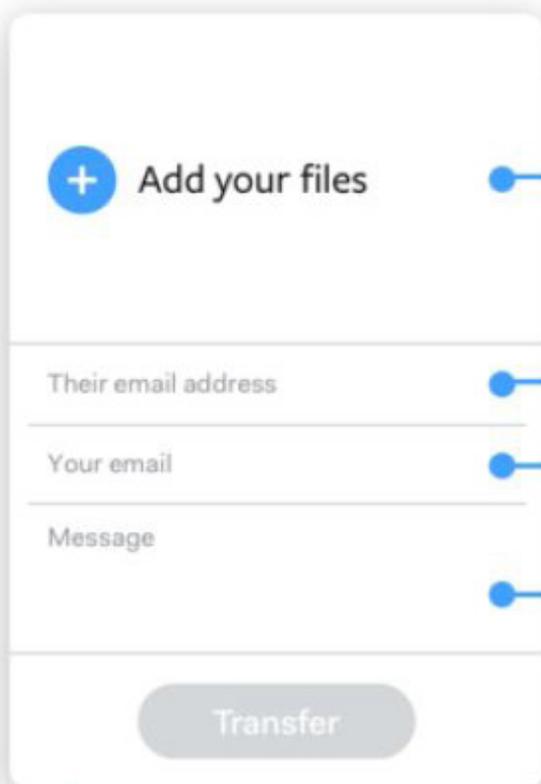


3. Send it to us by WeTransfer
(see instructions on the next page).



We will not accept the Back Profiles unless they have been posted to us, as the dimensions may vary according to different paper sizes in different countries and could lead to mistakes being made.

Here is how to use Wetransfer to send your photos & videos



The screenshot shows the Wetransfer interface with the following elements:

- A blue circle with a white plus sign and the text "Add your files".
- A text input field labeled "Their email address".
- A text input field labeled "Your email".
- A text input field labeled "Message".
- A grey button labeled "Transfer".

Just go to wetransfer.com

Click on the + sign and add the files you want to send.

Type in the email address:
`support@balanceinternational.com`

Now type in your own email address.

Your name and short description of what you have sent e.g. horse's name, saddle model, etc. **If this box is not filled in, your file will be treated as spam and deleted.**

Then simply hit the transfer button and you're done.

It's simple, secure and free of charge. Told you it was easy.



The BALANCE Saddle Company Ltd.,
Brook House
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Westcott, Aylesbury, Bucks HP18 0XB
UK

CREDIT CARD AUTHORISATION Visa and MasterCard only.

Credit Card type and number:	Number from Signature strip:	Expiry Date:
Cardholders Name:		
Credit Card Billing Address:		
Cardholders Contact Number:		
Please sign to authorise BALANCE to debit your card for £50 (plus VAT in EU) for the Distant Consultation fee. Cardholders Signature:		
Print name:	Date:	



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Buckinghamshire, UK

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